

INTERNAL/EXTERNAL

Job Title:	Housing Worker - Harm Reduction Case Manager
Type:	Permanent, Full-Time, Bargaining Unit
Number of positions posted:	1
Rate:	\$ 25.36 per hour
Hours:	37.5 hours per week, combination of day and evening shifts required On rotation schedule.
Supervisor:	Manager, Transitional Housing Program
Posting Date	January 7, 2019
Application Deadline:	January 20, 2019
Location:	Transitional Housing Program, 145 Queen Street East

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for close to 120 years. We work in partnership with women and men from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Please see our website at www.fredvictor.org.

Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

We are seeking one full-time Housing Worker. This is a Harm Reduction Case Manager position for the 20 bed residential Transitional Housing Program at Fred Victor. This position is responsible to provide intensive one-to-one practical support and case management using a client-centred, anti-oppressive and harm reduction approach so that clients are able to maintain their housing and to build their capacity to live independently. The ideal candidate will have proven experience, ability, and skills providing intensive case management services and life skills programming.

The ideal candidate will have extensive experience and high level of expertise working with people who are street homeless and have complex and chronic substance use, who may have concurrent mental health issues and have been previously incarcerated. The position requires someone who has demonstrated experience and skills being personable, dynamic and creative in their work with clients, co-workers, supervisor, and community partners.

Responsibilities:

- Conduct regular case management meetings, develop case support plans, housing plans and short and long-term housing goals with clients
- Maintain up-to-date case management files, including accurate client progress notes
- Develop, facilitate, and evaluate life skills programming and community activities
- Facilitate regular participant meetings, introductions, and conflict resolution process
- Positively engage, encourage, assist, and support participants to address housing and program related issues such as: behaviour, personal habits, social isolation, mental health, substance use and hygiene through problem solving and accessing community resources
- Intervene and deescalate crisis situations
- Harm Reduction Support

- Ensure participants have all necessary identification and income support to obtain housing
- Make referrals to appropriate community-based resources and liaise with external programs and agencies
- Clean and prepare rooms for new participant intakes
- Work in partnership with Streets to Homes staff and Fred Victor programs.
- Input and track statistical data on a weekly and monthly basis
- Support participants with their rehousing plan
- Administrative Duties: Such as case notes, log notes, stat collecting, advocacy letters

Qualifications:

- 3-5 years providing Case Management services, or equivalent experience
- A degree in a related discipline will be considered an asset
- Proven experience, ability, and skills providing intensive case management services and life skills programming to clients using a client-centred, anti-oppressive and harm reduction framework
- Experience working alongside or in partnerships with health systems and clinical settings
- An understanding of the functions of Case Management, included assessment, service planning, skills teaching, linking and referrals and monitoring
- Extensive experience and knowledge of mental health and addiction issues, with the application of harm reduction principles and practices
- Substantial experience within the homeless services sector, preferably in addiction services
- Demonstrated respect for, and expertise working with men and women who are or have been homeless, living in poverty, with mental health, substance use, trauma, social isolation, immigration, unemployment/underemployment and/or with history with the criminal justice system
- Expertise and experience in Mental Health and Addictions Assessments
- Knowledge of psychosocial rehabilitation and recovery principles and an ability to put these into practice
- Strong counseling, advocacy, life skills, crisis intervention and prevention, conflict resolution and negotiation skills
- Demonstrated group facilitation skills
- Strong understanding and commitment to social justice, anti-racism and anti-discrimination practices
- Experience working directly with men and women from diverse racial, ethnic and cultural backgrounds
- Extensive knowledge of community based resources and supports
- Knowledge of the Residential Tenancies Act and the Landlord and Tenant Board
- Demonstrated ability to plan and prioritize work while remaining adaptable and flexible
- Excellent written, interpersonal, and oral communication skills
- Developed ability to work and function independently and cooperatively within a team setting
- Available to work flexible hours, which include early mornings and/or evening hours and during the weekend
- Strong computer literacy and experience working with database systems

This position may require exposure to environments with secondhand smoke, unpleasant odours and pests such as mice, cockroaches and bedbugs.

Please submit a letter and resume detailing how you meet the job requirements by
Sunday, January 20, 2019 at 5:00 pm to:

Jorge Hidalgo
Manager, Transitional Housing Program
jhidalgo@fredvictor.org

Applicants, please quote "Housing Worker - Harm Reduction Case Manager" in the subject line

NO PHONE CALLS OR FAXES.

A Police Records Check is required by the final candidate(s) prior to hiring

We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates; however, only those selected for an interview will be contacted.

Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the hiring manager if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality