

INTERNAL/EXTERNAL

Job Title:	Hostel Part-Time Weekend Worker
Position Type:	Bargaining Unit, Permanent, Part Time
Number of Positions:	2
Rate:	\$22.18
Hours:	Saturdays and Sundays, 3:30pm-11:30pm, 11:30pm – 7:30am, total of up to 18.5 hours per week
Supervisor:	Senior Manager, Transition to Housing
Posting Date:	February 8, 2019
Application Deadline:	February 22, 2019
Locations:	Fred Victor-Transitional to Housing at 386-388 Dundas Street E

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.

The FV Transition to Housing Program for women and transgender community is funded by the City of Toronto, Shelter Support and Housing Administration (SSHA). The program accommodates 37 individuals, 18+, homeless and new to the shelter system, mobile and independent and motivated to move on to permanent housing with the support from FV T2H staff. This program welcomes pets. Anyone interested in the program will be referred by a Case Manager. The goal of the program is to assist clients with securing permanent housing.

We are looking to fill 2 Part-time positions for a Hostel Part-time Weekend Worker who will report to the Senior Manager. The position provides primary support to the clients residing at the Transition to Housing site using a client-centred, anti-oppression, harm reduction approach. Duties include supporting residents, shelter maintenance and cleaning, facilitating programming, administrative duties, crisis intervention and conflict resolution.

RESPONSIBILITIES:

- Administrative tasks such as answering the phone, processing client intakes and discharges, and tracking statistical information
- Record client notes, intake forms, and discharge plans in accordance with Toronto Shelter Standards and Fred Victor Centre's policies and procedures.
- Support the residents with daily needs
- Perform room checks and building rounds
- Complete statistical reports as assigned by the Shelter Manager

- Follow up in a timely manner with clients and other team members
- Clearly communicate with clients and other team members
- Work with clients who identify as female, transgender with challenges, incl. mental health, physical/medical, cognitive impairments, addiction
- Provide physical care & home management service
- Provide appropriate referrals, information and advocacy to other support services to assist clients to meet the goals outlined in their case plans
- Use emergency building systems and follow fire procedures
- Liaise and support external agency staff while they are onsite delivering support services to clients
- Communicate and demonstrate appropriate professional boundaries with clients, staff, and community partners and abide by all the Fred Victor Centre's policies and procedures e.g. Anti-Harassment and Discrimination and the Staff Code of Conduct
- Crisis intervention and conflict resolution skills
- Develop and implement appropriate programming activities
- Work in accordance to the Ontario Occupational Health and Safety Act
- Other duties as assigned by the Acting Senior Manager

QUALIFICATIONS:

- A minimum of 1-2 years' experience within the homeless and or residential services sector, with an emphasis on providing support through a recovery and strength based approach
- Experience working with clients who experience challenges with mental health, physical/medical, cognitive impairments, social isolation and substance use
- Experience working from a client centered approach with homeless population including those who come from racially and ethnically diverse backgrounds, experience barriers to services due to physical and mental health, substance use, social isolation, abuse, sexual orientation, history in the criminal justice system, recent immigration, or who are transgender
- Possess strong skills in crisis intervention, and conflict resolution and be able to have sound problem solving and decision making skills under pressure and be able to create and implement creative solutions
- Knowledge and awareness of the housing first approach
- Extensive knowledge of community based resources for low income people
- Ability to network with external agency staff to meet client needs
- Ability to work productively within a team setting and also independently
- Ability to work with limited direct day-to-day supervision
- Well-developed interpersonal skills that will produce effective and productive relationships with the residents, the T2H staff team, community, external agencies and staff of Fred Victor Centre
- Strong organizational and administrative skills
- Highly developed written and oral communication skills
- Strong understanding of the factors that contribute to homelessness and poverty
- Knowledge of after hour services in the GTA
- Literacy in Word, Excel, Outlook, Windows, SMIS
- Training in Shelter Standards, First Aid, CPR, CPI, Customer Service, Harm Reduction, Trauma Informed Service an asset.



WORKING CONDITIONS:

Employee works in office and resident areas of the Transitional Housing building with possible travel outside to external meetings and accompaniments. The shelter is a 24-hour facility. All applicants must be willing to work with frail, cognitively impaired older adults and seniors with complex challenges, incl. mental health, physical/medical, cognitive impairments and severe social isolation. Shelter employees may be exposed to potentially threatening situations. It is an emotionally challenging position and at times a physically demanding job.

Please submit a résumé and cover letter detailing how you meet the job requirements

By: February 22nd, 2019 5 :00 pm

**To: Ulli Groppler, Senior Manager
ugroppler@fredvictor.org**

Applicants should quote "Hostel Part-time Weekend Worker" in the subject line

No phone calls, faxes, or mailed resumes please.

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.