

## INTERNAL/EXTERNAL

<b>Job Title:</b>	Relief Housing Support Worker in HASS
<b>Type:</b>	Bargaining Unit, Relief
<b>Number of positions posted:</b>	3
<b>Rate:</b>	\$19.54 per hour
<b>Hours:</b>	Varies-days and evening shifts
<b>Supervisor:</b>	Senior Manager/Manager, HASS
<b>Posting Date:</b>	March 7, 2019
<b>Application Deadline:</b>	March 20, 2019
<b>Location:</b>	59 Adelaide St. E, 6 <sup>th</sup> Floor and various locations in City

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](http://www.fredvictor.org)

Fred Victor is currently looking for a Housing Relief Worker to join the Housing Access and Support Services (HASS) team. HASS provides intensive one-to-one practical support and client-centered case management to people who have experienced long-term homelessness so they may access/obtain and maintain permanent housing.

By using a client-centered, anti-oppressive and harm reduction approach, the successful candidate will support clients to maintain their housing, live independently and break the cycle of homelessness. The ideal candidate will have proven experience, ability, and skills providing intensive case management services.

As a Housing Relief Worker, you will be available to support our multifaceted team as a backup Housing Support Worker and/or Addictions Case Manager in the HASS program by providing relief case management supports and conflict resolution. There are no guaranteed shifts for this position, however you may work for extended periods (full-time hours for several days and/or weeks consecutively). You will be available on short notice. You are required to have strong documentation skills to ensure client continuum of care and accurate data reporting.

The position requires respect for, and expertise working with, people who:

- Are homeless, at risk of homelessness or inadequately housed
- Have complex chronic substance use issues
- May have concurrent mental health issues

**Responsibilities:**

- Deliver street outreach and housing assistance to street involved people. This includes those sleeping outside, and those staying in shelters. Outreach hours may include early mornings, evenings, and possibly Saturday.
- Provide flexible, intensive one-to-one individual support and follow-up to HASS and ASH clients.
- Provide individual support to client with complex mental health and addiction issues.
- Develop housing referral relationships with private landlords and develop and maintain an information base on various housing options.
- Do regular house visits to determine quality of life and life skills. When necessary provide practical, hands on support to address any issues and mediate any conflicts with landlord
- Educate clients about their responsibilities as tenants in order to maintain housing, and about the Residential Tenancy Act (RTA) process, specifically in areas of non-payment of rent and breach of obligations under the RTA.
- Available to work flexible hours, including some evening hours or weekends.
- Read staff meeting minutes and keep up to date on relevant staffing decisions.
- Accurately document and report all information in the appropriate reporting databases and with the relevant parties to an acceptably prescribed standard. Communicate and demonstrate appropriate professional boundaries with the tenant community and abide by the organizational policy regarding confidentiality and the code of conduct.
- Other duties as negotiated with Manager.

**Qualifications:**

- Demonstrated outreach experience working with men and women who have experienced homelessness, mental health, and/or addiction issues.
- Strong counseling, advocacy, crisis intervention and prevention, conflict resolution and negotiation skills.
- Thorough knowledge of housing options within Toronto (private and non-profit), resources and relevant legislation.
- Extensive working knowledge of mental health issues and addictions, including demonstrated experience applying harm reduction approaches.
- Knowledge of community resources for homelessness, health, mental health and substance use
- Demonstrated experience providing case management and individual support to men and women who are homeless, living in poverty, dealing with mental health issues, addictions, and/or social isolation.
- Knowledge of community resources for homelessness, health, mental health, substance use, the Aboriginal community and Newcomers.
- Strong knowledge of community based resources.
- Demonstrated experience and ability to develop and maintain effective relationships with clients and partner agencies.
- Excellent interpersonal skills, sound knowledge of counseling skills and the ability to form relationships with marginalized individuals.
- Experience working directly with men and women from diverse racial, ethnic and cultural backgrounds.
- Highly developed written and oral communication skills within the expected time frames



- Strong understanding of and commitment to social justice issues, equity issues, anti-racism and anti-discrimination practices
- Knowledge of Spanish, French, Amharic, Dari, Pashto, Farsi and/or other languages spoken by the community we serve is an asset
- Demonstrated ability to plan, prioritize work and remain adaptable and flexible.

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

Please submit your resume and cover letter detailing how you meet the job requirements no later than 5:00 pm on March 20, 2019 to:

**Tony Black**  
**Manager, Housing Access and Support Services**  
[tblack@fredvictor.org](mailto:tblack@fredvictor.org)

**Applications should quote Job #: HASS Relief 03-2019**

**Faxes will not be accepted. No phone calls 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.**