



<b>Position:</b>	24/7 Women's Drop-In Peer Worker
<b>Type:</b>	1 Year Contract, Non-Bargaining Unit (1) Reduced Full Time & (1) Full Time
<b>Number of positions posted:</b>	2
<b>Rate:</b>	\$17.48 per hour
<b>Hours of Work:</b>	Reduced Full Time - 30 hours/week with possible Shift rotation Full Time - 37.5 hours/week, 12:30 am to 7:30 am
<b>Supervisor:</b>	24 Hour Women's Drop-In Manager
<b>Posting Date:</b>	April 9, 2019
<b>Application Deadline:</b>	April 23, 2019
<b>Location:</b>	67 Adelaide Street East, 1 <sup>st</sup> Floor

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 works with a highly diverse population of people and upholds the values of respect, choice and inclusion. These positions will provide individuals who have personal experience of homelessness and/or poverty and service use, first-hand experience working in the social service sector.

### **Job Summary**

The 24 Hour Women's Drop-In Peer Worker provides direct staffing to the 24-hour Drop-In program for homeless and marginally housed women and those who identify as trans, at Adelaide Women's Resource Centre. The Peer worker is responsible for learning about, developing, implementing and maintaining program activities within a team-based staffing model that include managers and staff from external service partners. This position is an entry level-level training position that will provides direct support to individual women through the provision of formal and informal programming, advocacy, informal counseling and support, information and referral and case planning and coordination. This position links with internal and external service providers to ensure comprehensive service response to address client goals and identified needs.

### **Major Duties:**

- Work productively within a team to ensure the smooth day-to-day operations of Fred Victor services
- Provide services in accordance to Fred Victor's policies and procedures, including policies around professional boundaries, confidentiality, health and safety and the staff code of conduct
- Provide appropriate referrals, information and advocacy to other support services, both internally and to external organizations
- Build and maintain respectful working relationships with community members and external partner agencies
- Identify, intervene, and effectively deal with crisis and conflict situations. Deal with emergency situations as they arise

- Encourage the participation and involvement of Fred Victor community members, tenants and service users
- Support service users in meeting individual goals
- Perform administrative tasks such as answering phones, tracking statistics, writing notices, other documentations as required, etc.
- Observe work related requirements such as punctuality, attending staff meetings, meeting deadlines and working with or without direct support
- Other duties as assigned by Supervisor or management team

**Qualifications:**

- Personal experience of homelessness and/or poverty and use of support services
- A genuine commitment to working in the social service sector
- A willingness to learn and develop new skills
- The ability to work productively within a team setting with ability to constructively give, receive and respond to feedback
- An interest in or experience working with chronically homeless individuals who come from a racially and ethnically diverse background, who experience health issues (both physical and mental); addictions; abuse; and social isolation
- The ability to develop effective and productive relationships with community members, co-workers and external agencies
- The ability to focus on another's needs and listen attentively
- A commitment to community development practices with knowledge of community-based resources and services
- Problem-solving skills with an understanding of conflict resolution and de-escalation skills.
- Strong communication skills, both written and oral
- Administrative and organizational skills, including an understanding of Microsoft programming such as Word, Excel and Outlook
- An understanding of the importance of professional boundaries
- An understanding of systems that cause and support homelessness, poverty and discrimination
- Strong understanding that people living on a low income are a resource and have an important role in finding solutions to social challenges

**WORKING CONDITIONS:** Employee works in office and resident areas of the Adelaide Resource Center with travel outside to external meetings. The program is a 24-hour facility. All employees must expect to be in potentially threatening situations and in close proximity to pets. 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 to:

**Sherry Hayes, Senior Manager, 27/7 Women's Drop-In: [shayes@fredvictor.org](mailto:shayes@fredvictor.org)  
By Tuesday, April 23<sup>rd</sup> at 5:00 p.m.**

Applicants should quote the job title in the subject line  
No phone calls, faxes, or mailed resumes please.

**A Police Records Check is required by the successful candidate prior to hiring**

*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.*

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.