

Position: Volunteer – **Client Engagement Volunteer**
Type: volunteer
Locations: 210 Dundas Office St. West (with travel to other Fred Victor Centre (FVC) offices)

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.

Position Summary:

The Housing First Programs provide intensive case management services to adults (16 and over) who are experiencing difficulty in day-to-day living as a result of severe and persistent mental health challenges or mental health and substance use challenges. Clients may also experience challenges around issues related to: poverty, legal issues, trauma, violence, language barriers, settlement issues, medical issues etc. The volunteers will provide support to the case managers by offering a wide range of support services including but not limited to: shopping (coaching on nutritional choices), money management, transportation, social and interpersonal skill coaching, daily living skills, accompaniment to appointments, etc..

Job Specifications

Responsibilities:

- Providing outreach and accompaniment to clients of Mental Health and Addiction Housing First Programs
- Coaching clients around problem-solving skills
- Assisting clients to connect with and develop formal and informal support networks
- Maintaining confidentiality as per “Personal Health Information Protection Act” (PHIPA) and FVC policy
- Working with the Case Manager to document case notes.

Qualifications and Skills:

- Experience in community mental health, professional or personal knowledge of the mental health system
- Educational background, work experience or prior volunteer experience in

- mental health, social services or a related field
- Excellent communication (verbal and written), interpersonal and engagement skills
- Strong organizational and administrative skills
- Ability to work independently and within a team environment and exercise mature judgment
- Strong understanding, analysis and commitment to social justice issues, equity, anti-racism and anti-oppression practices
- A clear understanding of PHIPA and other relevant privacy legislation that is related to being a custodian of health information
- Computer literacy in Microsoft (Word, Excel, PowerPoint, Outlook);
- Ability to speak a second language is an asset
- 20 years of age or older

Additional Information:

Volunteers will receive classroom and field training on the role of volunteers, mental illness, trauma informed practice, risk assessment, harm reduction, Cultural Competence, stigma and language, de-escalation, boundaries, etc. The Case Manager connected to the client will provide on-going support and direction to the Client Engagement Volunteers. The Senior Manager will provide additional support when needed.

Working Conditions:

- The Client Engagement Volunteer will work in a variety of environments including the office at 210 Dundas St. West (which is shared with other employees), client meetings in the community, doctor's offices, Community Centre's, public spaces, shelters and possible home visits when appropriate.
- For the most part the clients you will be working with will be stable and housed and will have been working with a case manager for quite some time. However, due to the nature of our client population you may be in contact with individuals who are in crisis, who may be ill, using substances and/or not attentive to personal health and safety for themselves.
- Volunteers will be asked to make a commitment of a minimum of 3 hours a week

We strive to foster a workplace that reflects the diversity of the community we serve.

Disclaimer

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the volunteer. Volunteers may be asked to perform some or all of these duties based on readiness and training.