

## INTERNAL/EXTERNAL

Job Title:	Housing Support Worker in the HASS Program
Type:	Bargaining Unit - Contract Full-Time (1 year)
Number of positions posted:	1
Number of Hours:	37.5 hours per week (Outreach hours may include early mornings, evenings, Monday to Friday)
Rate:	\$25.74 per hour
Supervisor:	Senior Manager/Manager, Housing Access and Support Services
Posting Date:	May 9, 2019
Application Deadline:	May 22, 2019
Location:	59 Adelaide Street East and Various locations

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.

Fred Victor, Housing Access and Support Services provide 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.

This position's focus is to provide intensive individual housing access support and hands on / practical services to individuals who have been homeless to assist them to find and maintain their 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.

The ideal candidate in this position will perform most of their work offsite and independently, in community agencies and tenant apartments. The ideal candidate will have extensive experience and a high level of expertise working with people who have complex and chronic substance use, who may have mental health issues and/or involvement in the justice system.

The position requires respect for, and expertise working with people who face barriers to housing due to mental and physical health, substance use, trauma, social isolation, immigration, unemployment /underemployment and history with the criminal justice system. 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:**

- Establishing regular and scheduled outreach at hostels, drop-ins, or community health centres and, if necessary participating in street outreach.
- Providing flexible, intensive one-to-one individual support and follow-up to chronic hostel users and those experiencing long term homelessness and assist them to find permanent housing
- Developing housing referral relationships with private landlords and developing and maintaining an information base on various housing options
- Developing case management and support plans
- Providing ongoing case management and individual support for up to a year (if needed) in order to assist the client to retain housing
- Conducting regular check-ins with the clients to reduce the risk of social isolation and, when possible, developing peer support and/or program connections
- Conducting regular house visits to determine quality of life and life skills
- Providing practical, hands on support to address any issues and mediate any conflicts with landlord when needed
- Informing clients about their responsibilities as tenants in order to maintain housing
- Educating clients about the Tenant Protection Act (TPA) process, specifically in areas of non-payment of rent and breach of obligations under the TPA
- Maintaining a minimum caseload of 25 clients (to include new and on-going clients) and obtaining housing for a minimum of 20 clients per year
- Reporting and maintaining accurate daily client logs, database, case notes, and all statistical information and reports to an acceptable prescribed standard
- Other duties as assigned

**Qualifications:**

- Demonstrated outreach experience working with men and women who are newcomers, Aboriginals, or who have experienced homelessness, mental health, and/or addiction issues
- Extensive working knowledge of mental health issues and addictions, including demonstrated experience applying harm reduction approaches
- Experience working directly with men and women from diverse racial, ethnic and cultural backgrounds
- 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
- Extensive experience conducting outreach to people who are homeless, or having worked with people who are homeless in a community based agency setting
- Extensive experience accessing and obtaining housing for single adult men and women
- Strong counselling, advocacy, crisis intervention and prevention skills
- Knowledge of housing options within Toronto (private and non-profit), resources and relevant legislation
- Knowledge of community resources for homelessness, health, mental health, substance use, the Aboriginal community and Newcomers
- Thorough knowledge of housing options, resources and relevant legislation
- Strong knowledge of community-based resources



- Highly developed written and oral communication skills within the expected time frames
- Well-developed skills and ability to function independently and as a member of a staff team
- Well-developed ability to prioritize work through short and long term goals and remain flexible in reaching those goals
- Strong understanding of and commitment to social justice issues, equity issues, anti-racism and anti-discrimination practices
- Well-developed conflict resolution skills and negotiation skills
- Literacy in Word, Windows, and D-Base programs

**The final candidate(s) will be required to provide a current police reference check prior to being hired**

Please submit a resume and cover letter by e-mail no later than: Monday May 22, 2018 by 5 PM to:

**Tony Black**  
**Manager, Housing Access and Support Services**  
**tblack@fredvictor.org**

**Applications should quote Job #: HASS 05-2019-Contract**

**NO PHONE CALLS OR FAXES**

*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.***