

## INTERNAL/EXTERNAL

<b>Position:</b>	Hostel Overnight Support Worker - 24/7 Women's Drop-In Worker
<b>Type:</b>	Bargaining Unit Position, Permanent, Full-Time
<b>Number of positions posted:</b>	1
<b>Salary:</b>	\$25.74 per hour
<b>Hours of Work:</b>	37.5 hours per week (Sunday - Thursday, 11:30 pm to 7:30 am)
<b>Supervisor:</b>	Program Manager/Senior Manager, Women's 24-Hour Drop-In
<b>Posting Date:</b>	June 5, 2019
<b>Application Deadline:</b>	June 19, 2019 @ 5 pm
<b>Location:</b>	67 Adelaide St. at Adelaide Women's Resource Centre

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 social isolation to address their needs and hopes and advocate for a more equitable society. Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion. Please see our website [www.fredvictor.org](http://www.fredvictor.org).

The 24/7 Women's Drop-In is a low barrier and welcoming space for women and trans folk to come and meet service providers, peer support workers and other women with similar lived experience. Services will address basic needs for food and sleep; personal needs for showers and laundry; social and recreation needs for sharing fun activities with other women; health needs such as primary care, addictions treatment and counselling; harm reduction services and allied services such as income, legal problems, housing and safety.

**Position Summary:** The Drop-In Worker provides direct staffing for programs designed for homeless and marginally housed women. The worker develops, delivers and promotes program activities with other members of their immediate team. The Drop In Worker provides direct support to individuals through the provision of formal and informal programming, advocacy, informal counseling and support, information and referral. The Women's Drop-In service approach is based on principles of harm reduction, recovery, low-barrier service, active listening, anti-oppression and welcoming and inclusive service delivery.

### **WORKING CONDITIONS:**

Works in office and resident areas. Program is a 24-hour facility. All applicants must be willing to work with animals, and be proximate to animals. All employees must expect to be in potentially threatening situations. It is an emotionally challenging position and at times a physically demanding job.

**Responsibilities:**

- Work productively within a team to ensure the smooth day-to-day operations of the 24/7 Women's Drop-In
- Ensure a safe, comfortable, clean space for women to rest overnight
- Provide services in accordance to Fred Victor's policies and procedures, including policies around professional boundaries, confidentiality and the staff code of conduct
- Engage women coming to the Drop-In through building trust and showing acceptance
- Encourage women coming to the Drop-In to participate in activities, services and goal setting, including access of health and housing services
- Provide appropriate information, referrals and advocacy to other support services, both internally and to external organizations
- Build and maintain respectful working relationships with external partner agencies
- Identify, intervene, and effectively deal with crisis and conflict situations
- Deal with emergency situations as they arise
- Support women in meeting individual goals within a team-based and coordinated service model that includes external service providers
- Perform administrative tasks such as communications, reports, information management of service statistics and client information as required
- Participate in regular meetings including team meetings and evaluations with Program Manager
- Observe work related requirements such as punctuality, attending staff meetings, meeting deadlines and working with or without direct support
- Other duties as required

**Qualifications:**

- Educational background in social services or human services including continuing education aimed at deepening practice in working with vulnerable individuals
- Knowledge and prior work experience in the supportive housing and homelessness sector and understanding of the issues facing marginalized women living with impacts of poverty, mental illness and addiction issues
- Knowledge of community-based resources and services, and experience of supporting individuals to navigate the service system across multiple sectors such as housing, legal, income support, health and settlement
- Commitment to community development practices, including understanding that people living on a low income are a resource and have an important role in finding solutions to social challenges
- 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
- An understanding of systems that cause and support homelessness, poverty and discrimination
- Understanding of strategies that promote asset development and empowerment
- Ability to develop effective and productive relationships with program participants, co-workers and external agencies including defining roles and implementing multi-disciplinary team practices
- Demonstrated ability to utilize sound judgment and solid problem solving skills
- Strong communication skills, both written and oral

- Strong skill base in conflict resolution and de-escalation as well as crisis prevention, management and intervention
- Administrative and organizational skills, including an understanding of Microsoft software such as Word, Excel and Outlook

Please submit a résumé and cover letter detailing how you meet the job requirements  
**By Wednesday, June 19, 2019 by 5:00 p.m. to:**

**Sherry Hayes**  
**Senior Manager, 24/7 Women's Drop-In**  
[shayes@fredvictor.org](mailto:shayes@fredvictor.org)

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

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

*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.*