

## INTERNAL/EXTERNAL

<b>Job Title:</b>	Housing Worker
<b>Type:</b>	Bargaining Unit, Contract Full-Time (approx. 12 months)
<b>Number of positions posted:</b>	1
<b>Number of Hours:</b>	37.5 hours per week
<b>Hours of Work:</b>	Monday-Friday 4:00 pm – 12:00 am, subject to change as required
<b>Rate:</b>	\$25.74 per hour
<b>Supervisor:</b>	Senior Manager, Housing
<b>Posting Date:</b>	September 4, 2019
<b>Application Deadline:</b>	September 16, 2019
<b>Location:</b>	145 Queen Street East

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for over 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).

The focus of the Housing Worker is to work with chronically homeless tenants to access and maintain alternative supportive housing in shared accommodation. Staff strive to encourage tenant participation in the development of short and long term community development strategies, using a facilitative management approach to encourage tenants to take responsibility for their lives and for the safety and enjoyment of their housing. This position requires respect for, and expertise working with, tenants who are facing mental health issues, addictions, abuse and social isolation and who come from racially and ethnically diverse backgrounds.

### Responsibilities:

- Provide a welcoming, friendly and professional Front Desk for Housing and keep the Housing Office open as often as possible, this includes but is not limited to answering the phones, fielding tenant questions and concerns, signing in guests, signing out keys, taking work orders, taking rent payments, assisting with tenant medication, giving notices to tenants and liaising with other workers and professionals
- Utilize community development, facilitative management, and conflict resolution approaches to facilitate supportive, co-operative living and support tenants to develop skills to live cooperatively in shared accommodation
- All services will be conducted in a proactive, collaborative and client-centered approach using the principles of harm reduction, anti-oppression and restorative justice
- Deal with housing related issues such as; behaviour, social isolation, mental health, substance use and hygiene by encouraging and supporting tenants to problem solve and to access community resources such as support agencies and other Fred Victor programs and services
- Identify, intervene in and deescalate crisis situations and work with tenants to develop crisis management skills

- Assist with eviction proceedings as necessary., including writing eviction notices, appearing at the Landlord and Tenant Board as a witness and assisting with the gathering of evidence for LTB cases
- Educate tenants about their tenancy responsibilities and their on going responsibilities to maintain their housing
- Know and be conversant in the Residential Tenancies Act, specifically in areas on non-payment of rent and breach of obligations under the RTA and the tenancy agreement
- Work with the tenant community to understand Fred Victor's Vision and Values and how they relate to being a tenant and participating in FV programming and services
- Assist tenant with Annual Income Review processes as required
- Participate in on going evaluation, development and review of all housing programming and structures
- Participate in organizational and special events committee work
- Work collaboratively with other FV staff in order to provide the best service possible to all and in order to ensure the safety of all
- Work closely with the Security Guards in order to assist each other with any security issues and concerns
- Accurately document and report all information in the appropriate places and with the relevant parties to an acceptable prescribed standard
- Communicate and demonstrate appropriate professional boundaries with the tenant community and abide by all organizational policies and procedures
- Maintain statistics as required
- Answer phones, assist and direct walk-in traffic
- Monitor the building and escort trespassers from the property
- Have knowledge of and be able to use emergency building systems and fire procedures
- Recognize emergency physical plant issues and liaise and assist with the Facilities Team in order to deal with emergency issues as required
- Clean and keep the offices and work areas in order
- Participate in monthly supervisions with the Program Manager
- Work as part of the Housing Team in a cooperative and supportive manner with all other Housing Team members
- Work in accordance to the Ontario Occupational Health and Safety Act
- Participate in the development and writing of operational procedures and funding proposals as required
- Other duties as assigned by the Senior Manager of 145Q Housing

**Qualifications:**

- Strong understanding of systems that cause and support homelessness, poverty and discrimination and respect for those realities
- Strong understanding that people living on low income are a resource to resolve community issues and not the cause of the problem
- Strong customer service skills
- Highly developed and proven group facilitation skills
- Highly developed written and oral communication skills
- Strong understanding of and experience in community development practices

- Well developed conflict resolution and negotiation skills and crisis management skills
- Ability to work productively within a team setting
- Strong organizational skills; highly developed ability to prioritize work through short and long term goals and remain flexible
- Well developed interpersonal skills that will produce effective, productive and appropriate relationships with the tenants, community, external agencies and staff at Fred Victor
- Proven ability to constructively give and receive feedback
- Highly developed understanding of and proven ability to communicate appropriate professional boundaries
- Proven ability to challenge organization, staff and tenant communities in a positive and creative way to effect better service
- Knowledge of community based resources
- Experience with and proven responsibility handling money
- Literacy in Microsoft Office, Pirouette and Arcori (an asset)

**Working Conditions:**

- Regularly scheduled to work rotating day and evening shifts, weekends and holidays
- As the housing department is a 24-hour operational facility, staff may occasionally be required to cover shifts in emergency situations, including overnights
- Constant exposure to the potential of unpredictable behaviours and situations
- Occasionally required to deal with bodily fluids
- Regular exposure to unpleasant odours
- Regular exposure to bed bugs, mice and cockroaches
- Occasional exposure to 2<sup>nd</sup> hand smoke
- Occasional exposure to inclement weather

**To apply:**

Please submit a resume and cover letter by e-mail no later than September 16, 2019 at 5:00pm to:

**Jorge Hidalgo**  
**Senior Manager, Housing**  
[jhidalgo@fredvictor.org](mailto:jhidalgo@fredvictor.org)

**Applications should quote job “#Housing Worker” in the subject line.**

**No faxes, emails, mailed resumes, phone calls, or requests to meet please.**

**The final candidates 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.*