

INTERNAL/EXTERNAL

Job Title:	Hostel Relief Worker
Position Type:	Relief, Bargaining Unit
Number of Positions:	As they become available
Rate:	\$19.83 per hour
Hours:	Morning, afternoon and overnight shifts, subject to change
Supervisor:	Sr. Manager, Housing Help within Shelters
Posting Date:	September 27, 2019
Application Deadline:	March 27, 2020
Locations:	1161 Caledonia Road

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.

The FV Caledonia Shelter was specifically developed to provide shelter and support for chronically homeless women, men, couples and pets many labeled as “hard to serve” and having difficulty maintaining shelter elsewhere. The FV Caledonia Shelter is looking to fill the position of Relief Hostel Support Worker who will report to the Senior Manager of Housing within Shelter or the Program Manager. The position provides primary support to the clients residing at the Caledonia Site Shelter, using a client-centred, anti-oppression, harm reduction approach. We utilize creative interventions to help long-term homeless people maintain shelter and meet their individual goals. Duties include supporting residents, hostel maintenance and cleaning, facilitating programming, administrative duties, crisis intervention and conflict resolution. Experience and skill working with clients with mental health and substance use issues, and is dynamic and creative in their approach to housing access, support, and case management. Good knowledge of settlement systems and barriers that newcomers face is an asset.

The position requires respect for, and expertise working with people who face barriers to service due to mental health, substance use, abuse, social isolation, immigration, unemployment/underemployment and history with the criminal justice system. The clients come from racially, culturally, and ethnically diverse backgrounds. As the Caledonia site Shelter serves people who have pets, all applicants must be willing to work with animals.

RESPONSIBILITIES:

- Process client intakes, transfers and support clients with daily needs
- Record client notes, intake forms, and discharge plans in accordance to Toronto Shelter Standards and FVC’s policies and procedures.
- Perform safety checks and building rounds

- Responsible for resolving client's complaints when appropriate, including timely follow up
- Provide appropriate referrals, information and advocacy to other support services to assist clients to meet the goals outlined in their case plans
- Use emergency building systems and follow fire procedures.
- Lead and support external agency staff while they are onsite delivering support services to clients
- Communicate and demonstrate appropriate professional boundaries with clients, staff, and community partners and abide by all the Fred Victor Centre's policies and procedures e.g. Anti-Harassment and Discrimination and the Staff Code of Conduct
- Provide crisis intervention and conflict resolution support during shift
- Work in accordance to the Ontario Occupational Health and Safety Act
- Other duties as assigned by the site Manager

QUALIFICATIONS:

- 1-2 years of direct experience in a residential setting
- Experience working from a client centred approach with chronically homeless adults including those who, come from racially and ethnically diverse backgrounds, experience barriers to services due to physical and mental health, substance use, social isolation, abuse, sexual orientation, history in the criminal justice system, recent immigration, or who are non-binary/transgender, or have pets in their care
- Position requires strong written, interpersonal, and oral communication skills; strong assessment, informal counseling, analytical, and group facilitation skills; and a highly developed ability to plan and prioritize work, while remaining adaptable and flexible
- Possess strong skills in crisis intervention, and conflict resolution and be able to have sound problem solving and decision making skills under pressure and be able to create and implement creative solutions
- Knowledge and awareness of the housing first approach
- Extensive knowledge of community based resources for low income people
- Ability to network with external agency staff to meet client needs
- Ability to work productively within a team setting and also independently
- Must have ability to constructively give and receive feedback
- Ability to work with limited direct day-to-day supervision
- Well-developed interpersonal skills that will produce effective and productive relationships with the residents, community, external agencies and staff of Fred Victor Centre
- Strong organizational and administrative skills
- Highly developed written and oral communication skills
- Strong understanding of the factors that contribute to homelessness and poverty
- Knowledge of after hour services in the GTA
- Literacy in Word, Excel, Outlook, Windows, SMIS
- Must have completed or registered in all of the 21 mandatory Toronto Shelter Standards training

WORKING CONDITIONS:

Employee works in an open space area. The respite program is a 24-hour facility. All applicants must be willing to work with animals, and be proximate to animals. All shelter employees must expect to be in potentially threatening situations on a constant basis. 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
by **March 27, 2020** to:

Danielle Ashby, Senior Manager, Housing Help within Shelters-Bethlehem United Shelter
dashby@fredvictor.org

Applicants should quote **“Hostel Support Worker”** 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.