

## INTERNAL/EXTERNAL

**Job Title:** Hostel Support Worker  
**Position Type:** Bargaining Unit, Full Time, Permanent  
**Number of Positions:** 4 (Full-Time)  
**Rate:** \$25.74 per hour  
**Hours:** 37.5 hours per week-hours subject to change  
**Supervisor:** Senior Manager, 24-Hour Respite Program  
**Posting Date:** Thursday, March 12, 2020  
**Application Deadline:** Thursday, March 26, 2020  
**Location:** Fred Victor - 24 Hour Respite Program

### Position Hours:

Position #1 (1 Full Time): Monday 8 am – 4 pm, Tuesday 8 am – 4 pm, Wednesday 8 am – 4 pm, Thursday 8 am – 4 pm, Friday 8 am – 4 pm

Position #2 (1 Full Time): Tuesday 12 am – 8 am, Wednesday 12 am – 8 am, Thursday 12 am – 8 am, Friday 12 am – 8 am, Saturday 12 am – 8 am

Position #3 and #4 (2 Full Time): Sunday 4 pm – 12 am, Monday 4 pm – 12 am, Tuesday 4 pm – 12 am, Wednesday 4 pm – 12 am, Thursday 4 pm – 12 am

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's 24 Hours Respite Program was specifically designed 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 24 Hours Respite Program is looking to fill positions for Hostel Support Workers who will report to the Program Manager. The position provides primary support to the clients at the 24 Hours Respite Program, 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, facilitating programming, administrative duties, crisis intervention and conflict resolution.

We are looking for experience and skills working with clients with mental health and substance use issues, and someone who is dynamic and creative in their approach to housing access, support, and case management. Good knowledge of settlement systems and barriers that our community 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 24 Hours Respite Program serves people who have pets, all applicants must be willing to work with animals.

#### **RESPONSIBILITIES:**

- Administrative tasks such as answering the phone, processing client intakes and discharges, and tracking statistical information
- Record client notes, intake forms, and discharge plans in accordance to Toronto Shelter Standards and FVC's policies and procedures.
- Support the residents with daily needs
- Perform hourly building rounds
- Complete stats as assigned by the Respite Manager or Supervisor
- Follow up in a timely manner with clients and other team members
- Clearly communicate with clients and other team members
- Work with clients who have pets
- Work with clients who are living with a partner in the program
- 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.
- Liaise 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
- Crisis intervention and conflict resolution skills
- Work in accordance to the Ontario Occupational Health and Safety Act
- Other duties as assigned by the Respite Manager or Supervisor

#### **QUALIFICATIONS:**

- Minimum 2 years' direct experience working with homeless population
- Experience working from a client centered 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 transsexual/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

**WORKING CONDITIONS:**

*Employee works in office and resident areas of the 24 Hours Respite Program. 24 Hours Respite 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 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  
**Thursday, March 26, 2020 at 5:00 pm to:**

**Denise Allen**  
[dallen@fredvictor.org](mailto:dallen@fredvictor.org)

Applicants should quote “Hostel Support Worker 24 Hour Respite Program-Full Time” in the subject line

No phone calls, faxes, or mailed resumes please.

*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.*