

INTERNAL/EXTERNAL

Job Title:	Overnight Housing Worker
Type:	Contract, Reduced Full time, Bargaining Unit (9 months)
Number of positions posted:	1
Rate:	\$25.74 – 28.42 per hour
Hours:	36 hours per week
Shift:	Monday, Tuesday, Friday, Saturday, 11:30pm-9am
Supervisor:	Senior Manager of 145 Queen Housing
Posting Date:	October 14 th 2020
Application Deadline:	October 26 th 2020
Location:	Queen and Jarvis Housing at 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 125 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.

Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

Fred Victor Housing is currently seeking one Reduced Full Time Overnight Housing Worker for a 9 month contract to join our team. Fred Victor Housing is a rent geared to income housing that provides community and individual support to tenants living in a shared accommodation facility at Queen and Jarvis.

The ideal candidate will have proven experience providing community support and facilitation to adults who have experienced marginalization, homelessness or have a history of homelessness and who may have varying degrees of mental health and/or who actively use substances. Utilizing harm reduction and client centered principles; the staff will support the daily needs of tenants, provide information and referral, identify and intervene in crisis situations and facilitate conflict resolution.

This position is responsible to fulfill landlord obligations such as collecting rent, dealing with emergency repairs, maintaining the security of the building and educating and supporting tenants on their rights and responsibilities in order to maintain their housing.

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 also 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:

- Support tenants utilizing harm reduction principles and programming
- Be available and accessible to the tenant community during the overnight shift to respond effectively to situations affecting the safety and security of the community.
- Complete regular building tours, inside the building as well as around the perimeter of the building, with security to ensure the safety and security of the building, including removing people who are service restricted, trespassing or unwanted visitors.
- Deal with housing related issues such as; behavior, social isolation, mental health, substance use and hygiene by encouraging and assisting and supporting tenants to problem solve and access community resources
- Intervene and deescalate crisis situations.
- Work with tenants to develop conflict resolution skills.
- Complete administrative tasks such as answering phones, writing letters, notices, daily log entries, rent collection, case notes and tracking statistical information
- Have knowledge of and be conversant in the Residential Tenancies Act in order to support tenants to maintain their housing
- Assist with tenants who require support to clean their rooms and common areas
- Assist tenants with pest control preparation
- Work on Eviction Prevention Strategies with tenants
- Participate in eviction proceedings, as required
- File work orders and liaise with Facilities Staff
- Complete minor maintenance repairs and cleaning, as required
- Assess emergency issues from other Fred Victor facilities and refer to manager as appropriate
- Other duties as assigned by management

Qualifications:

- Experience working directly with men and women from diverse racial, ethnic and cultural backgrounds. Strong understanding and commitment to social justice issues and anti-racism and anti-discrimination practices
- Proven experience with community development practices
- Demonstrated conflict resolution and crisis intervention skills
- Extensive knowledge of non-profit housing and applicable legislation in Toronto
- Extensive knowledge of harm reduction tools and resources
- Experience working with clients who have concurrent disorders, substance use issues and varying degrees of mental health
- Knowledge of the Residential Tenancies Act and a proven ability to be creative in problem solving and educate and support tenants on their responsibilities in order to maintain their housing
- Strong interpersonal skills resulting in effective, productive and appropriate relationships with the tenants, staff and greater Fred Victor community, partner programs and organizations including police and other crisis services
- Strong organizational skills; highly developed ability to prioritize work through short and long term goals and remain flexible
- Strong written and oral communication skills
- Highly developed ability to make fast and sound decisions

- Highly reliable and proven ability to work independently, adhere to team decisions and to give, receive and follow direction to and from others
- Well-developed understanding of and a proven ability to communicate appropriate professional boundaries
- Strong understanding of systems that cause and support homelessness, poverty, discrimination and a respect for the realities of the tenant communities
- Experience and proven responsibility with handling the day to day administrative duties of the housing program, such as rent collection, case notes, log notes.
- Knowledge of community based resources and supports
- Proven ability to challenge organizations, staff and tenant communities in a positive and creative way to effect better service
- Strong understanding that people living on low income are a resource to resolve community issues

Working Conditions:

This position may require exposure to environments with secondhand smoke, unpleasant odours and pests such as mice, cockroaches and bedbugs. Constant exposure to the potential of unpredictable behaviours and situations, which may include people who are escalated, aggressive and may be under the influence of drugs and alcohol.

To Apply:

Please submit a resume and cover letter by e-mail as one document no later than October 26th at 5pm to:

Logan Boder
Interim Senior Manager, Housing
lbodera@fredvictor.org

Applications should quote job “#Overnight Housing 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.

