

## INTERNAL/EXTERNAL

<b>Job Title:</b>	Hostel Support Worker
<b>Position Type:</b>	Bargaining Unit, Permanent, Full-Time
<b>Number of Positions:</b>	1
<b>Rate:</b>	\$25.74 per hour
<b>Hours:</b>	Sunday-Thursday, 4pm-12am-Subject to Change
<b>Supervisor:</b>	Manager, Women's Hostel
<b>Posting Date:</b>	October 16, 2020
<b>Application Deadline:</b>	October 30, 2020
<b>Location:</b>	86 Lombard Street

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. Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion. Please see our website at [www.fredvictor.org](http://www.fredvictor.org).

The FVC Women's Hostel was specifically developed to provide shelter and support for chronically homeless women, many labeled as "hard to serve" and having difficulty maintaining shelter elsewhere. The Women's Hostel is a 40-bed emergency shelter.

The ideal candidate will meet the list of qualifications and will reflect the diverse community Fred Victor Centre serves. FVC Women's Hostel is currently looking for a Full-time Hostel Support Worker to join our team and be responsible for ensuring the smooth running of the hostel. We utilize creative interventions to help long-term homeless women maintain shelter and meet their individual goals.

This position includes working Public Holidays when the regularly scheduled shift falls on a Public Holiday and mandatory attendance once monthly at a Staff Meeting. This position may be offered additional shifts. The work is demanding both emotionally and physically.

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.

### 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 Fred Victor Centre's policies and procedures
- Support the residents with daily needs
- Perform hourly room checks and building rounds
- Complete stats as assigned by the Shelter Manager.



- Follow up in a timely manner with clients and other team members
- Clearly communicate with clients and other team members
- 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
- Attend Monthly team building meetings
- Work in accordance to the Ontario Occupational Health and Safety Act
- Other duties as assigned by the Shelter Manager

## QUALIFICATIONS:

- Direct experience in a residential setting
- 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
- Strong written, interpersonal, and oral communication skills
- Excellent assessment, informal counseling, analytical, and group facilitation skills
- 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
- 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 settlement systems and barriers that newcomers face is an asset
- Ability to prepare and serve meals for 40 or more women
- Knowledge of after hour services in the GTA
- Literacy in Word, Excel, Outlook, Windows, SMIS



**fred victor**

Helping people find place & purpose

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tel 416-364-8228 fax 416-364-4728

**A Police Records Check is required by the successful candidate prior to hiring**

Please submit a résumé and cover letter detailing how you meet the job requirements

**By: Friday October 30, 2020 to:**

**Denise Knee**

[dknee@fredvictor.org](mailto:dknee@fredvictor.org)

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