

## INTERNAL/EXTERNAL

<b>Job Title:</b>	Housing Relief Worker
<b>Position Type:</b>	Relief, Bargaining Unit
<b>Number of Positions:</b>	2-10
<b>Rate:</b>	\$19.83 per hour
<b>Hours:</b>	On-call, as needed
<b>Supervisor:</b>	Senior Manager, Queen and Jarvis Housing or Manager, Transitional Housing Program
<b>Posting Date:</b>	October 14, 2020
<b>Application Deadline:</b>	Until positions filled
<b>Location:</b>	145 Queen Street East, 319 Dundas St E.

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

We are seeking a motivated self-starter to work as a Relief staff for our Housing and Community Homes programs. Fred Victor Housing and Fred Victor Community Homes are residential programs that provide community and individual support to tenants living in a shared accommodation facility and a high support program. The position requires respect for, and expertise working with people who face barriers to housing due to mental health, substance use, trauma, social isolation, immigration, poverty, unemployment/underemployment and history with the criminal justice system. The incumbent will also be someone who is personable, dynamic and creative in their approach. The position also requires a great amount of flexibility and ability to be available on very short notice. Relief staff are expected to be available to provide short notice shift coverage and to work a variety of shifts that include: overnights, days, evenings, weekends and holidays.

### **Responsibilities:**

- Educating and supporting tenants on their responsibilities in order to maintain housing
- Intervening and deescalating crisis situations while facilitating a conflict resolution process
- Working with tenants and participants to support daily needs
- Providing tenants with referral information for community supports and resources
- Dealing with housing and program related issues such as; behaviour, personal habits, social isolation, mental health, substance use and hygiene by encouraging, assisting and supporting participants to problem solve and access community resources
- Fulfilling landlord obligations such as dealing with emergency repairs, maintaining the security of the building, etc.
- Completing administrative tasks such as answering phones and written communication
- Assisting tenants in cleaning their rooms and helping them prepare their room for pest control treatments
- Facilitating groups, community activities, participant meetings and life skills programming
- Supporting participants utilizing harm reduction principles and programming

- Maintaining base knowledge of and being conversant in the Residential Tenancy Act
- Cleaning and preparing rooms for new participant intakes

**Qualifications:**

- Open and flexible availability
- Experience working directly with men and women from diverse racial, ethnic and cultural backgrounds
- Strong understanding and commitment to social justice issues, anti-racism and anti-discrimination practices
- Experience with group facilitation and community development programming
- Strong knowledge of harm reduction tools and resources
- Strong interpersonal skills resulting in effective, productive and appropriate relationships with the participant, greater Fred Victor community, partner programs and organizations including the police and other crisis services
- Strong written and oral communication skills
- Highly developed ability to make fast and sound judgments
- Highly reliable and proven ability to work independently, adhere to team decisions and 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 and shelter communities
- Experience and proven responsibility with handling money
- Knowledge of community based resources and supports
- Demonstrated ability to plan, prioritize work and remain adaptable and flexible

**Working Conditions:**

This position may require exposure to environments with secondhand smoke, unpleasant odours and pests such as mice, cockroaches and bedbugs. The work place requires 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.

**The final candidate will be required to provide a current police reference check prior to being hired**

Please submit a resume and cover letter by e-mail to:

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

**NO PHONE CALLS, FAXES OR MAILED RESUMES**  
**Applicants should quote the job title in the subject line**

*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.***