

## **INTERNAL/EXTERNAL**

<b>Position:</b>	Drop-in Assistant
<b>Type:</b>	Full-time, Contract (Approx. 2 months), Bargaining Unit
<b>Hours:</b>	35 Hours per week
<b>Rate:</b>	\$23.15 per hour
<b>Supervisor:</b>	Housing Services and Drop-In Manager
<b>Posting Date:</b>	Monday November 9 <sup>th</sup> 2020
<b>Application Deadline:</b>	Friday November 20 <sup>th</sup> 2020
<b>Location:</b>	40 Oak St. Toronto, ON M5A 2C6

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.

The Drop-in Assistant will be responsible for providing frontline support to the daily functions of the Drop-in; by developing professional and trust-based relationships with the participants accessing the space, assisting the Drop-in Coordinator with the creation of meaningful, impactful and enjoyable programming while also facilitating or supporting programs run by volunteers within the space. The Drop-in assistant will also assist with the meal program by serving food and maintaining order in the space during these peek hours.

### **Responsibilities**

#### **1. Front line Drop-In Support**

- Welcome community members into drop-in initiatives and connect them with other programs and resources
- Supervise drop-in space and programming to ensure a safe and comfortable environment for everyone
- Engage participants and build healthy, positive relationships
- Proactively de-escalate potential conflicts; deal with emergencies as they arise and effectively handle crisis and conflict when necessary
- Attend daily debriefs and complete incident reports as required
- Assist kitchen team and support meal service when necessary

- Complete administrative tasks e.g., data entry and reports
- Provide detailed knowledge of Toronto's drop-in sector and support services in Regent Park and neighbouring communities to assist community members in achieving enhanced quality of life and personal goals

## **2. Program planning, administration and evaluation**

- Responsible for working with the Drop-in Coordinator towards the development and facilitation of the Participant Engagement Strategy
- Work with Drop-in team to develop, promote and implement excellent innovative programming
- Assist with the setup and clean-up of Drop-in Programs
- Facilitate and support Drop-in programming
- Help to maintain statistics
- Assist with shopping for program supplies and errands for programming
- Act as coordinator in the Coordinator's absence

## **3. Participate as a CRC team member**

- Attend staff meetings, trainings and represent agency as required
- Role-model professional behaviour and positive communication with participants, volunteers and partners
- Promote a culture of health and safety
- Participate in program evaluation
- Pitch in as needed with enthusiasm
- Build a culture of teamwork
- Adhere to agency policies and procedures and uphold Fred Victor values in our community

### **Qualifications and Experience:**

- Diploma or degree in Social Services and/or equivalent 2 years of front-line social services experience
- Experience working with marginalized individuals from diverse racial and cultural backgrounds
- Demonstrated experience working with individuals with mental health and addiction issues
- Understanding and willingness to work within a harm reduction framework
- Strong program development skills
- Strong skills in crisis intervention, conflict resolution and de-escalation strategies
- CPI; First Aid/CPR; anti-oppression/anti-racism are required certification/trainings for this role

### **Knowledge and Skills:**

- Exceptional interpersonal, communication and conflict resolution skills
- Excellent facilitation skills

- Understanding of healthy professional boundaries between staff and participant
- Experience in the Regent Park community and ability to speak a language relevant to the Regent Park neighbourhood are assets
- Understanding of the effects of trauma and appropriate responsive strategies
- Ability to work as a team and independently
- A vulnerable sector police check will be required if hired

This position will be a member of CRC Local #2864.

The final candidate(s) will be required to provide a current police reference check prior to being hired.

**Please submit a resume and cover letter by e-mail no later than Friday November 20<sup>th</sup> 2020 at 5:00 pm to:**

**Darryl Spencer**  
**dspencer@fredvictor.org**  
**Senior Manager, Housing Services and Drop-In**  
**40 Oak St. Toronto ON**  
**M5A 2C6**

**NO PHONE CALLS OR FAXES**

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.