

INTERNAL/EXTERNAL

Position:	Manager, Transitional Shelter for Older Women Program
Type:	Full-Time, Permanent, Non-Bargaining Unit
Number of Positions Posted:	1
Number of Hours:	37.5 hours per week. 9:00 am – 5:00 pm, Monday to Friday
Supervisor:	Senior Manager, Shelter Services
Posting Date:	December 18, 2020
Application Deadline:	January 8, 2021
Locations:	512 Jarvis 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. 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.

The 24-Bed Transitional Shelter for Older Women (TSFOW) serves women who are 55+ and/or women and transgender people who are vulnerable due to complex physical, mental health, developmental and/or substance-use related issues. This program ensures case management framework, follows harm reduction principles and works in partnership with other agencies in the sector. Residents are welcome to bring their pets.

Responsibilities:

- Managing all aspects of TSFOW program operations in accordance with the City of Toronto Shelter Standards and the philosophy and principles of Fred Victor
- Participating in annual planning and monitoring of program budget which includes feedback regarding causes and effects of budget variations, as well as planned actions to manage variations
- Implementing and evaluating TSFOW program model and delivery; recommending changes/improvements
- Recruiting, hiring, training, supervising and coaching staff following Fred Victor Human Resources policy and procedures
- Coordinating and recording training needs according to Shelter Standards requirements
- Providing regular supervisions and performance reviews
- Developing and fostering a diverse staff team, which functions effectively to meet the program goals
- Developing, maintaining and ensuring the implementation of the program's policies and procedures, ensuring that they are consistent with Fred Victor, any legislation and/or City Standards and the Collective Agreement
- Participating in the completion of funding and report requirements and ensuring statistical and program information is kept accurately and submitted to the funder

- Working with the Fred Victor Facilities Manager to ensure the property management needs of the program are adequately met
- Developing and maintaining effective relationships with partner agencies, the Toronto Police Services, and the neighborhood and emergency services
- Representing the organization externally in forums related to funding, program development, sectoral cooperation and partnership
- Co-chairing the site Health and Safety Committee and responding to all health and safety reports in a timely manner, ensuring that the program is in compliance with the Ontario Health and Safety Act
- Responsible for receiving and resolving resident's complaints
- Carrying out other duties as assigned by the Senior Manager of Transitional Shelters

Qualifications:

- 4-5 years of in-depth experience supervising, managing, evaluating, training and coaching staff in a unionized not-for-profit setting
- 2-4 years of experience working with older women, including senior women and transgender people
- Experience with monitoring operational budgets
- Experience with program development and implementation, including evaluation, to ensure achievement of program goals, preferably in the homeless sector
- Knowledge of funding structure and services within the City of Toronto
- Proven skills in advocacy, mediation, crisis intervention, conflict resolution and negotiation
- Familiarity with Toronto Shelter Standards, Occupational Health and Safety regulations and Public Health guidelines as they pertain to emergency shelters and transitional housing programs
- Highly developed written and oral communication skills
- Effective interpersonal skills to facilitate productive and appropriate relationships with client group, external agencies, FVC staff and partner agencies
- Strong critical thinking
- Literacy in Word, Excel, and client database programs
- Current First Aide, Food Handler Certificate, Shelter Standards, CPI, H&S, an asset
- Excellent attendance record, adaptability, reliability and a strong work ethic

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 no later than: January 8th, 2021 by 5:00 pm

Ulli Groppler
Senior Manager, Transitional Shelters
ugroppler@fredvictor.org

NO PHONE CALLS, FAXES OR MAILED RESUMES

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.



36 Lombard Street, Suite 300, Toronto, Ontario M5C 2X3
tel 416-364-8228 fax 416-364-4728

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.