

INTERNAL/EXTERNAL

Job Title:	Hostel Relief Worker
Position Type:	Relief, Bargaining Unit
Number of Positions:	As they become available
Rate:	\$19.83 per hour
Hours:	Morning, afternoon and overnight shifts, subject to change
Supervisor:	Program Manager
Posting Date:	March 17, 2021
Application Deadline:	May 21, 2021
Location:	Toronto, North York

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.

The Fred Victor shelters, 24-Hour drop-in and respite programs support homeless women, men, couples and pets. The position provides primary support to the clients residing at the site using a client-centred, anti-oppression, harm reduction approach. We utilize creative interventions to help homeless people find and maintain housing and to meet their individual goals. 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. We will serve people with pets; all applicants must be willing to work with animals.

RESPONSIBILITIES:

- Process client intakes, transfers and support clients with daily needs
- Record client notes, intake forms, and discharge plans in accordance to The Toronto Respite Standards and FVC's policies and procedures.
- Perform safety checks and building rounds
- Responsible for resolving client's complaints when appropriate, including timely follow up
- 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.
- Lead 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
- Provide crisis intervention and conflict resolution support during shift
- Work in accordance to the Ontario Occupational Health and Safety Act
- Other duties as assigned by the Manager

QUALIFICATIONS:

- 1-2 years of direct experience in a residential or Drop In setting
- Experience working from a client centred 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 non-binary/transgender, or have pets in their care
- Position requires strong written, interpersonal, and oral communication skills; strong assessment, informal counseling, analytical, and group facilitation skills; and a 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
- Certain sites will require the ability to cook and prepare meals for 40 or more residents
- Well-developed interpersonal skills that will produce effective and productive relationships with the residents, community, external agencies and staff of Fred Victor Centre
- Strong organizational, written and oral administrative skills
- Strong understanding of the factors that contribute to homelessness and poverty
- Knowledge of after hour services in the GTA
- Literacy in Word, Excel, Outlook, Windows, SMIS

WORKING CONDITIONS:

Employee works in an open space area. Some locations run on a 24-hour basis. All applicants must be willing to work with animals, and be proximate to animals. All shelter employees must expect to be in potentially threatening situations on a constant basis. It is an emotionally challenging position and at times a physically demanding job.

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

Recruiting Coordinator, Shelter Services Unit

oramic@fredvictor.org

Applicants should quote “**Hostel Relief 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.