

## **INTERNAL/EXTERNAL**

<b>Job Title:</b>	Hostel Support Worker
<b>Position Type:</b>	Bargaining Unit, Full-Time, Permanent
<b>Number of Positions:</b>	1
<b>Rate:</b>	\$25.74 per hour
<b>Hours:</b>	Monday-Friday, 11am-7:00pm, 37.5 hours per week
<b>Supervisor:</b>	Senior Manager, Transition to Housing
<b>Posting Date:</b>	April 23, 2021
<b>Application Deadline:</b>	May 13, 2021
<b>Locations:</b>	Fred Victor-Transition to Housing at 386-388 Dundas Street 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.

The ideal candidate will have extensive experience and high level of expertise working with people who are homeless and engage in substance use, and who may have concurrent mental health issues. The position requires someone who has demonstrated experience and skills being personable, dynamic and creative in their work with clients, co-workers, supervisor, and community partners.

### **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 with Toronto Shelter Standards and Fred Victor Centre's policies and procedures.
- Conduct regular case management meetings, develop case support plans, housing plans and short and long-term housing goals with clients
- Maintain up-to-date case management files, including accurate client progress notes
- Develop, facilitate, and evaluate life skills programming and community activities
- Facilitate regular resident meetings, and facilitate conflict resolution process
- Positively engage, encourage, assist, and support participants to address housing and program related issues such as: behaviour, social isolation, mental health, substance use and hygiene through problem solving and accessing community resources
- Intervene and deescalate crisis situations
- Harm Reduction Support
- Ensure participants have all necessary identification and income support to obtain housing
- Make referrals to appropriate community-based resources and liaise with external programs and agencies



# fred victor

Helping people find place & purpose

36 Lombard Street, Suite 300, Toronto, Ontario M5C 2X3

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

- Clean and prepare rooms for new participant intakes
- Work in partnership with community case managers and all Fred Victor programs
- Input and track statistical data on a weekly and monthly basis
- Support participants with their rehousing plan
- Administrative Duties: Such as case notes, log notes, stat collecting, advocacy letters

## **QUALIFICATIONS:**

- A minimum of 3-5 years' providing case management services, or equivalent
- 2-3 years experience within the homeless and or residential services sector, with an emphasis on providing support through a recovery and strength based approach
- A degree in a related discipline will be considered an asset
- Proven experience, ability, and skills providing intensive case management services and life skills programming to clients using a client-centred, anti-oppressive and harm reduction framework
- An understanding of the functions of Case Management, included assessment, service planning, skills teaching, linking and referrals and monitoring
- Extensive experience and knowledge of mental health and addiction challenges, with the application of harm reduction principles and practices
- Expertise and experience in Mental Health and Addictions Assessments
- Knowledge of psychosocial rehabilitation and recovery principles and an ability to put these into practice
- Strong counseling, advocacy, life skills, crisis intervention and prevention, conflict resolution and negotiation skills
- Demonstrated group facilitation skills
- Strong understanding and commitment to social justice, anti-racism and anti-discrimination practices
- Experience working directly with people from diverse racial, ethnic and cultural backgrounds
- Extensive knowledge of community based resources and supports
- Demonstrated ability to plan and prioritize work while remaining adaptable and flexible
- Excellent written, interpersonal, and oral communication skills
- Developed ability to work and function independently and cooperatively within a team setting
- Strong computer literacy and experience working with database systems
- Training in Shelter Standards, First Aid, CPR, CPI, Customer Service, Harm Reduction, Trauma Informed Service an asset

## **WORKING CONDITIONS:**

Employee works in office and resident areas of the Transitional Housing building with possible travel outside to external meetings and accompaniments. The shelter is a 24-hour facility. This position may require exposure to dogs and cats. Shelter employees may be exposed to potentially threatening situations. It is an emotionally challenging position and at times a physically demanding job.

**APPLICATION:**

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

**Please submit a résumé and cover letter detailing how you meet the job requirements  
By May 13, 2021 at 5:00 pm**

**To: Ulli Groppler, Senior Manager, Transitional to Housing  
ugroppler@fredvictor.org**

Applicants should quote “Hostel Support Worker” indicating positions applying for 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.*