

INTERNAL/EXTERNAL

Job Title:	Hostel Part Time Weekend Worker - Overnight
Type:	Part Time Permanent, Bargaining Unit
Number of positions posted:	1
Number of Hours:	15 hours per week
Rate:	\$22.51 per hour
Supervisor:	Manager, Transitional Shelter for Older Women
Posting Date:	April 24, 2021
Application Deadline:	May 7, 2021
Location:	Transitional Shelter for Older Women, 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 Transitional Shelter for Older Women (TSFOW) is a 26 bed program that serves women who are 55+ and/or women who are vulnerable due to complex physical, mental health, developmental and/or substance-use related issues.

We are looking to fill 1 part time over night position for a Hostel Part Time Weekend Worker Over Night who will report to the Shelter Manager. The position is an awake overnight position that provides primary support to the clients residing at the Transitional Shelter Site, using a client-centred, anti-oppression, harm reduction approach. We utilize creative interventions to help older adults and seniors with complex challenges meet their individual goals. Duties include supporting residents, shelter maintenance and cleaning, facilitating programming, administrative duties, crisis intervention and conflict resolution. We also offer supports for residents with pets.

Responsibilities:

- Administrative tasks such as answering the phone, processing client intakes and discharges, and tracking statistical information
- Recording client notes, intake forms, and discharge plans in accordance with Toronto Shelter Standards and Fred Victor Centre's policies and procedures
- Supporting the residents with daily needs
- Preparing and serving breakfast for 26 residents
- Performing hourly room checks when needed and hourly building rounds
- Completing statistical reports as assigned by the Shelter Manager
- Following up in a timely manner with clients and other team members
- Clearly communicating with clients and other team members



- Working with clients who are frail, cognitively impaired older adults and seniors with complex challenges, including mental health, addiction, physical/medical, cognitive impairments
- Perform case management duties
- Providing physical care and home management services
- Providing appropriate referrals, information and advocacy to other support services to assist clients to meet the goals outlined in their case plans
- Using emergency building systems and following fire procedures
- Liaising and supporting external agency staff while they are onsite delivering support services to clients
- Communicating and demonstrating appropriate professional boundaries with clients, staff, and community partners and abiding by all the Fred Victor Centre's policies and procedures e.g. Anti-Harassment and Discrimination and the Staff Code of Conduct
- Crisis intervention and conflict resolution skills
- Developing and implementing appropriate programming activities
- Working in accordance to the Ontario Occupational Health and Safety Act
- Other duties as assigned by the Shelter Manager

Qualifications:

- 2-3 years' experience working in a residential setting
- Experience working with frail, cognitively impaired older adults and seniors with complex challenges, including mental health, physical/medical, cognitive impairments, severe social isolation and substance use issues
- Experience working from a client centered approach with homeless seniors 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 transgender
- 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 & elderly people
- Ability to network with external agency staff to meet client needs
- Ability to work productively within a team setting and also independently
- Ability to work with limited direct day-to-day supervision
- Well-developed interpersonal skills that will produce effective and productive relationships with the residents, Loft staff, community, external agencies and staff of Fred Victor Centre
- Strong organizational and administrative skills
- Highly developed written and oral communication 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
- Completed or registered in all of the 19 mandatory Toronto Shelter Standards training an asset

Working Conditions:



Employee works in office and resident areas of the Transitional Housing temporary location at the Toronto Plaza Hotel with possible travel outside to external meetings and accompaniments. The shelter is a 24-hour facility. All applicants must be willing to work with frail, cognitively impaired older adults and seniors with complex challenges, including mental health, physical/medical, cognitive impairments and severe social isolation. Shelter employees may be exposed to potentially threatening situations. It is an emotionally challenging position and at times a physically demanding job.

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
May 7th, 2021 by 5 PM to:

Ulli Groppler
Senior Manager, Transition to Housing
ugroppler@fredvictor.org

Applicants should quote "Hostel Overnight Support Worker Contract" in the subject line

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.