

INTERNAL/EXTERNAL

Job Title:	Hostel Part Time Weekend Worker
Type:	Permanent, Part-Time, Bargaining Unit
Number of positions posted:	1
Number of Hours:	15 to 18.5 hours per week. Saturdays and Sundays, Evenings – 4:00 pm – 12:00 am
Rate:	\$22.51 per hour
Supervisor:	Senior 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 position for a Hostel Support Worker who will report to the Shelter Manager. The successful candidate will work to provide support to 4-6 of the participant's in the program. It will be the responsibility of this position to ensure a smooth transition of support and execution of the case plan throughout the weekend. The position provides one-to-one practical support primary support to the clients residing at the Transitional Shelter Site, using a client-centred, anti-oppression, harm reduction approach so that older adults and seniors with complex challenges meet their individual goals. Duties include providing case management supports to residents, shelter maintenance and cleaning, facilitating programming, administrative duties, crisis intervention, and conflict resolution. This program is pet friendly.

Responsibilities:

- Working with clients who are frail, cognitively impaired older adults and seniors with complex challenges, including mental health, physical/medical, cognitive impairments
- Administrative tasks such as answering the phone, processing client intakes and discharges, and tracking statistical information
- Remaining up-to-date on client's primary case management plan and goal setting, meeting with clients regarding on-going case work and supporting the case management plan



- Develop and maintain accurate and up-to-date case management plan in accordance with SMIS/Pirouette privacy guidelines, City of Toronto Shelter Standards and Fred Victor policies and procedures
- Serve meals in the community kitchen and clean up
- Facilitate regular participant meetings, utilizing recovery principles, anti-oppression, harm reduction approaches to users of service to help them stabilize their lives, set and achieve personal goals, address barriers to permanent housing and to successfully move from shelter to permanent housing.
- Make appropriate referrals, provide information and advocate with support services to assist clients with meeting their personal goals and needs
- Identify, intervene and effectively deal with crisis and conflict situations and deal with emergency situations as they arise.
- Liaising and supporting external agency staff while they are onsite delivering support services to clients
- Developing and implementing appropriate programming activities
- Cleaning and preparing rooms for new participant intakes
- Work productively within the team to ensure a successful program delivery. This includes attending and participating in a monthly mandatory team building meeting.

Qualifications:

- 2-3 years' experience working in a residential setting and providing case management services
- 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 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
- An understanding of the functions of Case Management, including assessment, service planning, skills teaching, linking and referrals and monitoring
- 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
- Highly developed ability to work productively within a team setting and also function 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, community, external agencies and staff of Fred Victor Centre
- Strong organizational and administrative skills
- Highly developed written, interpersonal and oral communication skills
- Strong understanding of the factors that contribute to homelessness and poverty
- Computer Literacy and experience working with database systems
- 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 building 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, Transitional Shelter for Older Women
ugroppler@fredvictor.org

Applicants should quote "Hostel Part Time Weekend Worker" 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.