



## INTERNAL/EXTERNAL

<b>Job Title:</b>	Hostel Support Worker - Evening
<b>Type:</b>	Bargaining Unit, Permanent, Full-Time
<b>Number of positions posted:</b>	1
<b>Rate:</b>	\$25.74 per hour
<b>Hours:</b>	37.5 hours per week. Works: 4pm-12am Monday-Friday
<b>Supervisor:</b>	Senior Manager, Housing Within Shelters
<b>Posting Date:</b>	May 04, 2021
<b>Application Deadline:</b>	May 18, 2021
<b>Location:</b>	1161 Caledonia Road

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living with 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. Fred Victor's Bethlehem United Shelter was specifically developed to provide shelter and support for chronically homeless women, men, couples and pets many labeled as "hard to serve" and having difficulty maintaining shelter elsewhere.

The Fred Victor Bethlehem United Shelter is looking to fill 1 position for an evening Hostel Support Worker who will report to the Senior Manager. The ideal candidate will have proven experience and skill working with clients with mental health and substance use issues, and is dynamic and creative in their approach to housing access, support, and case management. Good knowledge of settlement systems and barriers that newcomers face is an asset.

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.

### 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 to Toronto Shelter Standards and Fred Victor's policies and procedures
- Support the residents with daily needs such as, informal counseling, basic core case management services and medication documentation
- Do hourly room checks and building rounds

- Complete stats as assigned by the Senior Manager
- Follow up in a timely manner with clients and other team members
- Clearly communicate with clients and other team members
- Work with clients who are living with a partner in the shelter
- Provide appropriate referrals, information and advocacy to other support services to assist clients to meet the goals outlined in their case plans
- Develop, facilitate and evaluate weekly Support Groups for shelter residents
- Use emergency building systems and follow fire procedures
- Meet monthly with the Shelter Supervisor for supervision
- Liaise 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
- Crisis intervention and conflict resolution
- Work in accordance to the Ontario Occupational Health and Safety Act
- Participate in on-going evaluation, development & review of shelter programs, policies & procedures
- Work on organizational committees and participate in planning special events as negotiated with the Senior Manager
- Other duties as assigned

**QUALIFICATIONS:**

- 2 years of experience in a shelter setting
- Mental Health Worker, Addictions Worker with 3-5 years of experience in the homeless sector; and
- Educational background in social services or human services including continuing education aimed at deepening practice in working with vulnerable individuals
- Direct experience working from a client centered approach with chronically homeless adults who come from racially and ethnically diverse backgrounds, who 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, or have pets in their care
- Strong assessment, informal counseling, analytical, and group facilitation skills
- Highly developed ability to plan and prioritize work, while remaining adaptable and flexible
- Strong skills in crisis intervention and conflict resolution and be able to have sound problem solving and decision making skills
- Extensive knowledge of community based resources for low income people
- Ability to network with external agencies to meet client needs
- Ability to work productively within a team setting and also independently
- Ability to constructively give and receive feedback
- Ability and comfort to work in isolation with limited direct day-to-day supervision
- Strong organizational and administrative skills
- Highly developed written and oral communication skills
- Understanding of systems that cause and support homelessness, poverty and discrimination
- Knowledge of after-hours services in the GTA

- Literacy in Word, Excel, Outlook, Windows, SMIS and Pirouette
- Fluent in French is an asset
- Experience with nutrition and cooking an asset
- Strong assessment, informal counseling, analytical, and group facilitation skills
- Must have completed or in completion of the mandatory Toronto Shelter Standards certificate training
- Must have completed Naloxone Training

**APPLICATION:**

Please submit a resume and cover letter by email no later than **May 18, 2021 by 5pm**, to:

**Danielle Ashby**  
**Senior Manager, Housing Within Shelters**  
**dashby@fredvictor.org**

Faxes will not be accepted. No phone calls please.  
Candidates must quote the position in the subject line.

**A Police Records Check is required by the final candidate(s) prior to hiring**

*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.*