



fred victor

Helping people find place & purpose

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

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

INTERNAL/EXTERNAL

Job Title:	Housing Worker – Family Housing
Type:	Permanent, Reduced Full Time, Bargaining unit
Rate:	\$25.74
Hours:	22.5 Hours Per Week
Supervisor:	Senior Manager, Family Housing
Posting Date:	July 15, 2021
Application Deadline:	July 28, 2021
Location:	704 Mortimer Avenue and various locations

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.

Job Summary

The focus of this position is to be responsible for the day to day housing operations and community development of Dawes Road, Mortimer Ave and Palace Housing, including encouraging tenant participation in the development of short and long term community development strategies using a facilitative management approach to encourage tenants to advocate for themselves to take responsibility for the safety and enjoyment of their housing.

This position requires respect for, and expertise working with a diverse group of tenants, including single adults as well as families, youth and children who may be experiencing varying degrees of mental health, who may be fleeing domestic violence, who may be actively using substances, who may be experiencing social isolation and who come from racially and ethnically diverse backgrounds. This position requires a strong anti-oppression, harm reduction and trauma informed background.

Responsibilities:

- Utilize community development, facilitative management and individual support approaches to facilitate supportive, cooperative living and support tenants to maintain their housing.
- Plan, facilitate and participate in community development activities including monthly tenant meetings at Dawes, Mortimer and Palace Family Housing buildings.
- Work with individual tenants to participate in decisions regarding housing. Facilitate, encourage and promote tenant participation in the various committees, activities and events happening.
- Actively work with tenants to address safety and security.
- Ensures the day-to-day operations of the Family Housing Buildings at Dawes Road, Mortimer Ave and Palace locations, including assisting in the completion of annual income reviews. Be



accessible to tenants by providing consistent posted office hours.

- Conduct all service in a proactive, collaborative and tenant-directed approach using the principles of harm reduction.
- Address housing related issues such as behavior, social isolation, mental health, substance use, life and living abilities by encouraging and supporting tenants to problem solve and to access community resources such as support agencies and other Fred Victor programs and services.
- Identify and deescalate crisis situations and work with tenants to develop crisis plans and crisis management skills.
- Maintain effective working relationships with referral agencies to ensure access to Family Housing is developed and maintained.
- Ensure all clients are entered into Pirouette and that all notes are documented in Pirouette.
- Liaise with the Housing Admin Team to ensure move ins, rent collection, annual income reviews, eviction prevention and when necessary evictions are completed and all funder requirements are met.
- Conduct introductory meetings and viewings with all prospective tenants, determine their support needs and explain the buildings and rights and responsibilities of tenants. Create support plans where necessary and make appropriate referrals for support to both Fred Victor and external programs.
- Educate tenants about their tenancy responsibilities in order to maintain their housing. Know and be conversant in the Residential Tenancies Act and the tenancy agreement and work with tenants to maintain their housing. Work with tenants on Eviction Prevention strategies including addressing both rent arrears and other behaviours which may potentially result in eviction.
- Attend LTB hearings to support the Housing Admin Team as required.
- Develop and maintain effective relationships with neighborhood, emergency personnel and sector resources.
- Enter all work orders into Arcori, including unit turnover requests to ensure that vacant units are promptly ready for re-occupation.
- Communicate and demonstrate appropriate professional boundaries with tenants and abide by the organizational policies including the Code of Conduct and Privacy Policies.
- Participate in on going evaluation, development and review of the Housing Program.
- Accurately document and report all information in the appropriate places and with relevant parties to a prescribed standard.
- Attend scheduled Family Housing staff meetings and work with other FV staff to ensure effective service.
- Work as a team with Family Housing Staff and Steps to Success Staff and the Senior Manager of Family Housing to ensure the optimal operations of Palace, Mortimer and Dawes.
- Monitor On Call positions and respond to behavioral and schedule issues.
- Assist the Senior Manager of Family Housing in completing all required stats, reports and relevant tenant and external correspondence and communications.
- Answer phones, assist and direct walk in traffic. Monitor the building and escort trespassers from the property.
- Handle and reconcile petty cash and cheque requisitions as required.
- Other duties as assigned by the Senior Manager of Family Housing.



Qualifications:

- 2-3 years of proven experience, ability and skills working in not for profit housing
- Strong understanding of systems that cause homelessness, poverty and discrimination and respect for those realities.
- Proven experience working with adults, youth, families and children who have experienced homelessness and living in poverty.
- Demonstrated respect for, and expertise working with people who are or have experienced varying degrees of mental health, substance use, trauma, social isolation, immigration, unemployment and/or with a history with the criminal justice system.
- Strong understanding that people living on low income are a resource to resolve community issues.
- Strong understanding and commitment to social justice issues and anti- oppression practices.
- Strong understanding of and experience in community development practices.
- Excellent knowledge of community based resources.
- Well-developed conflict resolution and negotiation skills and crisis management skills.
- Well-developed interpersonal skills that will produce effective, productive and appropriate relationships with the tenant community, external agencies and staff of Fred Victor.
- Highly developed organizational skills.
- Experience with the Residential Tenancies Act and eviction procedures.
- Knowledge of and experience with the Housing Services Act.
- Experience with and proven ability to handle money.
- Highly developed written and oral communication skills.
- Highly developed and proven group and individual facilitation skills.
- Ability to work independently and within a team setting.
- Proven ability to give and receive constructive feedback.
- Highly developed understanding of and proven ability to communicate appropriate professional boundaries.
- Highly developed ability to prioritize and work through short and long term goals and remain flexible.
- Strong computer literacy and experience working with database and housing software systems such as Arcori and Pirouette.

Working Conditions:

- Must be able to work flexible hours including evenings.
- Constant exposure to the potential of unpredictable behaviours and situations.
- Occasionally required to deal with bodily fluids.
- Regular exposure to unpleasant odours.
- Occasional exposure to inclement weather.
- Regular exposure to pests including cockroaches, mice and bedbugs.
- Travel between locations and other FV sites.
- May be exposed to second hand smoke.



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Application:

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: Wednesday July 21, 2021 by 5:00 PM
to:

**Robin Masterson
Director, Housing
rmasterson@fredvictor.org**

Applicants should quote “Family Housing 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.