

## INTERNAL/EXTERNAL

<b>Job Title:</b>	Hostel Support Worker - Harm Reduction and Mental Health
<b>Position Type:</b>	Bargaining Unit, Full Time, Contract (Approx. 6 months)
<b>Rate:</b>	\$25.74 per hour
<b>Hours:</b>	37.5 hours per week-hours subject to change
<b>Supervisor:</b>	Program Manager, Edward Village
<b>Posting Date:</b>	July 22, 2021
<b>Application Deadline:</b>	August 5, 2021
<b>Location:</b>	Edward Village Temporary Shelter - 185 Yorkland Blvd.

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 community members 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 FV 24 Hour Services unit is looking to fill several vacancies for Hostel Support Workers with a focus on Harm Reduction and Mental Health who will report to the Program Manager. The position provides primary support to the clients at the Edward Village Hotel, using a client-centred, anti-oppression, harm reduction approach. We utilize creative interventions to help long-term homeless people maintain shelter and meet their individual goals

We are looking for experience and skills working with clients with mental health and substance use issues, and someone who is dynamic and creative in their approach to housing access, support, and case management.

The position requires respect for, and expertise working with people who face barriers to service due to mental health issues, substance use, abuse, social isolation, immigration, unemployment/underemployment and history with the criminal justice system.

### RESPONSIBILITIES:

- Administrative tasks such as tracking statistical information
- Record case notes and update case notes within 24 hours, in accordance to Toronto Respite Standards and FVC's policies and procedures.
- Provide flexible, extensive one-on-one individual support and follow up to service users with complex mental health and substance use issues
- Assess the service users support needs based on indicators of stability (i.e. daily living skills, connection to primary health care, environmental resources, social networks etc.)
- Engage with service users to assist them in accessing community mental health, harm

reduction/addictions services.

- Develop comprehensive case plans together with service users, to help support growth, reduction of harm, and with a recovery oriented focus
- Advocate together with service users around accessing community resources and overcoming individual and systemic barriers to access services.
- Provide appropriate referrals, information and advocacy to other support services to assist service users to meet the goals outlined in their case plans.
- Use emergency building systems and follow fire procedures.
- Advocates and raises awareness and provision of information on culturally appropriate mental health and addictions supports for diverse and marginalized populations.
- Liaise and support external agency staff while they are onsite delivering support services to service users.
- Communicate and demonstrate appropriate professional boundaries with service users, 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.
- Other duties as assigned by the Manager.

#### **QUALIFICATIONS:**

- 3 years' experience working with individuals 16 and over experiencing mental health issues, substance use or concurrent disorders, including supporting individuals from marginalized groups (e.g. Indigenous, racialized, immigrant, refugee LGBTQ2S+, etc.).
- Post-secondary education with a degree or diploma in Social Work, Social Services, or Health.
- Case management experience in an interdisciplinary team environment is an asset.
- Sound knowledge of issues related to mental health treatment and recovery.
- Sound knowledge of issues related to substance use, harm reduction and addictions.
- Direct experience working from a client centered approach with chronically homeless adults
- Position requires strong written, interpersonal, and oral communication skills; strong assessment, informal counseling, analytical, and group facilitation skills; and a highly developed ability to plan and prioritize work, while remaining adaptable and flexible.
- 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.
- Extensive knowledge of community based resources for low income people.
- Ability to work productively within a team setting and also independently.
- Ability and comfort to work in isolation with limited direct day-to-day supervision.
- Well-developed interpersonal skills that will produce effective and productive relationships with the service users, community, external agencies and staff of FVC.
- Strong organizational and administrative skills.
- Highly developed written and oral communication skills.
- Strong understanding of systems that cause and support homelessness, poverty and discrimination.
- Understanding that people living on low income are a resource to resolve community issues and not the cause of the problem.



- Knowledge of after-hours services in the GTA
- Literacy in WordPerfect, Windows, Pirouette, and SMIS
- Direct experience with homelessness, mental health or substance use is an asset.
- Ability to speak a second language is an asset

**WORKING CONDITIONS:**

*Employee works in office and resident areas of 24 hour services programs. All employees must expect to be in potentially threatening situations on a constant basis. It is an emotionally challenging position and at times a physically demanding job.*

Please submit a résumé and cover letter detailing how you meet the job requirements by July 12 to the attention of Recruitment Coordinator  
[oramic@fredvictor.org](mailto:oramic@fredvictor.org)

Applicants should quote “Hostel Support Worker with Harm Reduction and Mental Health” 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.*