

## INTERNAL/EXTERNAL

<b>Job Title:</b>	Hostel Support Worker with Housing and Case Management duties
<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 housing and case management 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:

- Provide case planning services, utilizing a client-centered, anti-oppression, harm reduction approach 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.

- Work in partnership with not-for-profit housing providers, private landlords and other community/government agencies to provide one-to-one practical support and case management in order for clients to find and maintain 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.
- Work productively within the team to ensure a successful program delivery. Provide training and support to new staff, volunteers and students.
- Develop and maintain accurate and confidential user of service record keeping systems in accordance with SMIS privacy guidelines, City of Toronto Shelter Standards and Fred Victor policies and procedures.
- Provide front-line support to the other Hostel Support staff when needed.

#### **QUALIFICATIONS:**

- At least 3 years of experience working with marginalized men and women facing mental health issues and addictions who are chronically homeless, socially isolated and psychiatric survivors.
- Experience with initiating, developing and providing one on one case planning services to a large caseload of individual users of service. This includes assessment, selection and implementation of a case plan, informal counseling, advocacy, contracting, and goal setting, information & referral, reassessment and evaluation and disengagement as per the City of Toronto Shelter Standards Client Service Framework Model.
- Knowledge of housing options within Toronto (private and non-profit), resources and relevant legislation.
- Able to incorporate principles of anti-oppression and equity in responding to the service needs of homeless men and women.
- Strong counselling, advocacy, crisis intervention and prevention, conflict resolution and negotiation skills.
- Extensive working knowledge of mental health issues and addictions, including demonstrated experience applying harm reduction approaches.
- Demonstrated experience and ability to develop and maintain effective relationships with clients and partner agencies. Extensive knowledge of community based resources and supports.
- Demonstrated ability to plan, prioritize work and remain adaptable and flexible.
- Excellent written, interpersonal, and oral communication skills.



- Demonstrated ability completing administrative duties and tasks in a timely manner.
- Highly developed ability to work and function within a team setting.
- Computer literacy in Word, Internet use, and Databases including SMIS and Pirouette is an asset
- Toronto Shelter Standards, First Aid, CPR and WHIMIS training is an asset
- Knowledge of other languages 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, 2021 at to the attention of  
**Recruitment Coordinator**  
[oramic@fredvictor.org](mailto:oramic@fredvictor.org)

Applicants should quote “Hostel Support Worker with Housing and Case Management Duties” 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.*