

INTERNAL/EXTERNAL

Job Title:	Drop-in Relief Staff
Type:	Bargining Unit, Relief – Occasional shifts as needed
Number of Positions Posted:	2
Hours of Work:	Shifts range in between Monday-Friday, 8:30am-4:30pm (sometimes variable hours dependent on programming)
Rate:	\$20.04 per hour
Supervisor:	Manager, 40 Oak Drop-In
Posting Date:	October 8 th , 2021
Application Deadline:	October 22 nd , 2021
Location:	40 Oak St. Toronto, ON M5A 2C6

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 Drop-in Relief Staff will be called in to cover staff vacations, sick days and other absences. Drop-in Relief will be responsible for providing frontline support to the daily functions of the Drop-in; with a goal of developing professional and trust-based relationships with the participants accessing the space, assisting the Drop-in Manager with the creation of meaningful, impactful and enjoyable programming while also facilitating or supporting programs run by volunteers within the space. The Drop-in assistant will also assist with the meal program by serving food and maintaining order in the space during these peak hours.

Responsibilities:

- Welcome community members into drop-in initiatives and connect them with other programs and resources
- Supervise drop-in space and programming to ensure a safe and comfortable environment for everyone
- Engage participants and build healthy, positive relationships
- Proactively de-escalate potential conflicts; deal with emergencies as they arise and effectively handle crisis and conflict when necessary
- Attend daily debriefs and complete incident reports as required
- Assist kitchen team and support meal service when necessary



- Provide detailed knowledge of Toronto's drop-in sector and support services in Regent Park and neighbouring communities to assist community members in achieving enhanced quality of life and personal goals
- Assist with the setup and clean-up of Drop-in Programs
- Facilitate and support Drop-in programming
- Help to maintain statistics
- Attend staff meetings, trainings and represent agency as required
- Role-model professional behaviour and positive communication with participants, volunteers and partners
- Promote a culture of health and safety
- Participate in program evaluation
- Pitch in as needed with enthusiasm
- Build a culture of teamwork
- Adhere to agency policies and procedures and uphold Fred Victor values in our community
- Support with any other program related duties that occurs on shift

Qualifications:

- Diploma or degree in Social Services and/or equivalent 1 year of front-line social services experience
- Experience working with marginalized individuals from diverse racial and cultural backgrounds
- Demonstrated experience working with individuals with mental health and addiction issues
- Understanding and willingness to work within a harm reduction framework
- Strong skills in crisis intervention, conflict resolution and de-escalation strategies
- CPI; First Aid/CPR; anti-oppression/anti-racism are required certification/trainings for this role
- Exceptional interpersonal, communication and conflict resolution skills
- Excellent facilitation skills
- Understanding of healthy professional boundaries between staff and participant
- Experience in the Regent Park community and ability to speak a language relevant to the Regent Park neighbourhood are assets
- Understanding of the effects of trauma and appropriate responsive strategies
- Ability to work as a team and independently
- A vulnerable sector police check will be required if hired

Working Conditions:

- Constant exposure to the potential of unpredictable behaviours and situations
- Occasionally required to deal with bodily fluids
- Regular exposure to unpleasant odours
- Possible exposure to bed bugs, mice and cockroaches
- Occasional exposure to 2nd hand smoke
- Occasional exposure to inclement weather

Application:

Please submit a resume and cover letter by e-mail no later than October 22nd, 2021 at 9:00am to:

Andrea Hui
Manager, 40 Oak Drop-In
andreahui@fredvictor.org

Applications should quote job “40 Oak Drop-in Relief Staff” in the subject line.

NO PHONE CALLS OR FAXES

Proof of Covid-19 vaccinations and a Police Record Check are required by the final candidate(s) prior to hiring.

All Internal and External job applicants must declare their vaccination status in their job applications—whether they have been fully or partially vaccinated. All candidates offered a position with Fred Victor Centre from September 30, 2021 onward must be fully vaccinated and provide proof of their vaccination as a condition of employment. Fred Victor Centre will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

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.