

INTERNAL/EXTERNAL

Job Title:	Overnight Shift Leader
Type:	Contract, Reduced Full-Time, Non-bargaining unit (6-months)
Number of positions posted:	1
Hours:	22.5 hours per week (Saturday, Sunday & Monday)
Rate:	\$29.19/hour plus prorated sick time, vacation time and benefits
Supervisor:	Danielle Ashby, Senior Manager, Housing Help within Shelters
Posting Date:	September 30, 2021
Application Deadline:	October 14, 2021
Shelter Location:	Caledonia, BUS: 1161 Caledonia Road

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for close to 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.

The Caledonia Shelter is a 54-bed shelter where people are allowed to bring their pets.

At the shelter, we utilize creative interventions to help long-term homeless people maintain shelter and meet their individual goals. Duties include supporting staff and residents, facilitating programming and meetings, administrative duties, crisis intervention and conflict resolution. 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.

Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion. As a Shift Leader, you'll provide day-to-day supervision to staff, ensuring effective teamwork, high standards of work quality and organizational performance, customer service excellence, and continuous learning, while encouraging innovation and working collaboratively with other supervisory staff. We will also count on you to monitor policy and program activities, recommend options and implement changes to improve operational performance and service delivery. Your ability to manage administrative duties associated with the shelter operations will prove invaluable as you will be responsible for administering service user funds, TTC tokens, taxis, and ensure that appropriate records are kept.

The candidate should be skilled in customer service, communication and have excellent people skills, apply verbal de-escalation and crisis prevention techniques in defusing potentially volatile situations, and compile, analyze and disseminate data and apply it to shelter practices and operations.

The supervisor will ensure the smooth running of the shelter in co-ordination with shelter management.

Responsibilities:

- Provide consistency and continuity of service provision
- Bridge the communication between weekday staff and weekend staff
- Administrative tasks and tracking statistical information
- Follow Toronto Shelter Standards, FVC's policies and procedures and the Collective Agreement
- Clearly and professionally communicate with clients and other team members
- Use emergency building systems and follow fire procedures
- Attend regular FV management, staff and teambuilding meetings
- Attend supervision meetings as required with the Senior Manager
- Liaise and collaborate with other community agencies to provide the best possible service to FV 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
- Deal with crisis intervention and conflict situations in an effective manner
- Work in accordance to the Ontario Occupational Health and Safety Act
- Participate in on-going evaluation, development and review of shelter programs and Policy and Procedures
- Other duties as assigned by the Senior Manager

Qualifications:

- 1-2 years of experience with supervision in a shelter setting
- Recruit, hire, train, supervise and coach staff following FV HR policy and procedures
- Proven leadership and supervision skills
- Experience with facilitating decision-making in complex situations
- Proven ability to constructively give and receive feedback
- Highly developed ability to prioritize work through short and long-term goals and remain flexible
- Experience handling confidential information
- Direct experience working from a client-centered approach with chronically homeless adults who come from a racially and ethnically diverse background, who experience barriers to services due to physical and mental health, substance use, social isolation, abuse, sexual orientation, history in the criminal justice system or recent immigration
- Strong assessment, informal counseling, analytical, and group facilitation skills and a highly developed ability to plan and prioritize work, while remaining adaptable and flexible
- Experience with crisis intervention and conflict resolution and able to implement creative solutions
- Extensive knowledge of community based resources for homeless and/or low income people
- Ability to work productively within a team setting and also independently with minimal supervision
- Well-developed interpersonal skills that will produce effective and productive relationships with the co-workers, residents, community, external agencies and staff of FVC
- Strong organizational and administrative skills
- Highly developed written and oral communication skills
- Knowledge of after-hours services in the GTA
- Literacy in Microsoft Office, Data Base programs, Pirouette and SMIS.
- Ability to work in a fast-paced environment with changing work priorities
- Excellent attendance record, adaptability, reliability and a strong work ethic

Application:

Please submit a letter and resume detailing how you meet the job requirements by: Thursday October 14, 2021 to:

Danielle Ashby
Senior Manager, Housing Help within Shelters
dashby@fredvictor.org

Applicants, please quote "Overnight Shift Leader" 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.