

INTERNAL/EXTERNAL

Job Title:	Housing Support Worker
Type:	1-year Contract, Full-Time, Bargaining Unit
Number of positions posted:	1
Number of Hours:	31.5 hours per week
Hours of Work:	Monday to Friday – Primarily Day Shifts but may require evening work
Rate:	\$23.61 per hour
Supervisor:	Senior Manager, Housing and Drop-In Services
Posting Date:	January 10 th , 2022
Application Deadline:	January 24 th , 2022
Location:	40 Oak Street, Toronto

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.

The focus of the Housing Support Worker is to support clients in their search for housing, provide continued support during their tenancies, and to assist in the prevention of evictions. Finding housing for our client-base involves connecting with appropriate community referral-based Housing Organizations and applying to suitable ones based on the specific needs of the client they are working with. The job also requires outreach to private market landlords in order to increase the housing stock available to us for our clients. Housing Support Workers at 40 Oak work closely with our onsite Drop-in Centre and facilitate information and tabling sessions on housing-related services and topics. Housing Support Workers will also hold drop-in housing hours via the Drop-in Centre for walk-in clients referred to housing by our Drop-in Assistants.

The position requires respect for, and expertise working with people who face barriers to housing due to mental and physical health, substance use, trauma, social isolation, immigration, unemployment /underemployment and history with the criminal justice system. The position requires someone who has demonstrated experience and skills being personable, dynamic and creative in their work with clients, co-workers, supervisor, and community partners.

Responsibilities:

- Help individuals find and secure housing
- Interview clients to assess housing needs
- Build relationships with tenants and with landlords
- Maintain a housing caseload of at least 37 clients that are either homeless or at risk of losing their housing
- Accompany clients to housing viewings and prepare them for the experience
- Recruit private sector landlords
- Assist individuals, once housed, to stabilize housing
- Network with community agencies to assist with supports and referrals
- Send referrals out to Community-based Housing Organizations

- Advocate with landlords on behalf of tenants and tenants on behalf of landlords
- Eviction prevention by providing support and legal referral for tenant eviction
- Provide workshops and resources to support individuals seeking housing
- Conducting regular check-ins with the clients to reduce the risk of eviction when necessary.
- Informing clients about their responsibilities as tenants in order to maintain housing
- Communicating with stakeholders through various channels (written, verbal)
- Educating clients about the Tenant Protection Act (TPA) and the Residential Tenancy Act (RTA) of its process, specifically in areas of non-payment of rent and breach of obligations under the TPA
- Assist individuals to complete housing applications, using Access to Housing system
- Maintain database and files
- Build a culture of team work

Qualifications:

- Demonstrated outreach experience working with men and women who are newcomers, Aboriginals, or who have experienced homelessness, mental health, and/or addiction issues
- Extensive working knowledge of mental health issues and addictions, including demonstrated experience applying harm reduction approaches
- Experience working directly with men and women from diverse racial, ethnic and cultural backgrounds
- Highly developed and proven group facilitation skills
- Highly developed written and oral communication skills
- Strong understanding of and experience in community development practices
- Demonstrated experience providing case management and individual support to men and women who are homeless, living in poverty, dealing with mental health issues, addictions, and/or social isolation
- Extensive experience conducting outreach to people who are homeless, or having worked with people who are homeless in a community-based agency setting
- Extensive experience accessing and obtaining housing for single adult men and women
- Strong counselling, advocacy, crisis intervention and prevention skills
- Knowledge of housing options within Toronto (private and non-profit), resources and relevant legislation
- Knowledge of community resources for homelessness, health, mental health, substance use, the Aboriginal community and Newcomers
- Thorough knowledge of housing options, resources and relevant legislation
- Strong knowledge of community-based resources
- Highly developed written and oral communication skills within the expected time frames
- Well-developed skills and ability to function independently and as a member of a staff team
- Well-developed ability to prioritize work through short- and long-term goals and remain flexible in reaching those goals
- Ability to work productively within a team setting
- Strong understanding of and commitment to social justice issues, equity issues, anti-racism and anti-discrimination practices
- Well-developed conflict resolution skills and negotiation skills
- Literacy in Word, Windows,

Working Conditions:

- Constant exposure to the potential of unpredictable behaviours and situations
- Occasionally required to deal with bodily fluids
- Regular exposure to unpleasant odours
- Regular 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 **January 24th, 2022 at 5:00pm** to:

Robert Rowe
Senior Manager, Housing and Drop-In Services
RRowe@fredvictor.org

Applications should quote job “Housing Support Worker” in the subject line.

No faxes, emails, mailed resumes, phone calls, or requests to meet please.

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.