

INTERNAL/EXTERNAL

Job Title:	Tenant Support & Engagement Coordinator
Type:	Bargaining Unit, 1-year Contract, Full-Time
Number of positions posted:	1
Number of Hours:	35 hours per week
Hours of Work:	Monday to Friday – Primarily Day Shifts but may require evening work
Rate:	\$24.98 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 Tenant Engagement Worker is to work with the tenants at 40 Oak St to encourage tenant participation in the development of short and long term community development strategies, using a facilitative management approach to encourage tenants to take responsibility for their lives and for the safety and enjoyment of their housing. This position requires respect for, and expertise working with, tenants who are facing mental health issues, addictions, trauma and social isolation and who come from racially and ethnically diverse backgrounds.

Responsibilities:

- Utilize community development, facilitative management, and conflict resolution approaches to facilitate supportive, co-operative living and support tenants to develop skills to live cooperatively in shared accommodation.
- Write monthly Tenant Newsletter informing tenants of Fred Victor Programs, Community Resources and Events
- Facilitate monthly tenant meetings, plan agenda and take minutes and distribute to all tenants.
- Complete community needs assessment annually and coordinate programming for the Housing tenants based on the communities needs.
- All services will be conducted in a proactive, collaborative and client-centered approach using the principles of harm reduction, anti-oppression and restorative justice
- Complete monthly check ins for tenants who do not have external supports assigned
- Make appropriate referrals to other supports as required
- Facilitate and participate in case conferences and meetings with other workers who also provide support for the individual tenants
- Ensure all tenants have Access Point and Housing Connections applications as required
- Facilitate conflict resolution processes
- Work with individual tenants to participate in decisions regarding housing

- Facilitate, encourage and promote tenant participation in various committees, activities and events
- Actively work with tenants to address safety and security.
- Deal with housing-related issues such as; behaviour, social isolation, mental health, substance use, and hygiene by encouraging and supporting tenants to problem solve and to access community resources such as support agencies and other Fred Victor programs and services
- Assist with cleaning of rooms and pest control preparation when required
- Identify, intervene in and deescalate crisis situations and work with tenants to develop crisis management skills
- Educate tenants about their tenancy responsibilities and their ongoing responsibilities to maintain their housing
- Work with the tenant community to understand the Fred Victor Mission, Vision, and Values and how they relate to being a tenant and to participating in FV programming and services
- Work collaboratively with other FV staff in order to provide the best service possible to all and in order to ensure the safety of all
- Participate in ongoing evaluation, development, and review of all housing programming and structures
- Participate in organizational and special events committee work
- Accurately document and report all information in the appropriate places and with the relevant parties to an acceptable prescribed standard
- Communicate and demonstrate appropriate professional boundaries with the tenant community and abide by all organizational policies and procedures
- Maintain statistics as required.
- Answer phones, assist and direct walk-in traffic
- Monitor the building and escort trespassers from the property
- Have knowledge of and be able to use emergency building systems and fire procedures
- Recognize emergency physical plant issues and liaise and assist with the Facilities Team
- Clean and keep the offices and work areas in order
- Participate in monthly supervisions with the Manager
- Other duties as assigned by the Manager of Transition

Qualifications:

- Highly developed and proven group facilitation skills
- Highly developed written and oral communication skills
- Strong understanding of and experience in community development practices
- Well developed conflict resolution and negotiation skills and crisis management skills
- Ability to work productively within a team setting
- Strong organizational skills; highly developed ability to prioritize work through short and long term goals and remain flexible
- Well developed interpersonal skills that will produce effective, productive and appropriate relationships with the tenants, community, external agencies and staff at Fred Victor
- Proven ability to constructively give and receive feedback
- Highly developed understanding of and proven ability to communicate appropriate professional boundaries

- Proven ability to challenge organization, staff, and tenant communities in a positive and creative way to effect better service
- Knowledge of community-based resources
- Strong understanding of systems that cause and support homelessness, poverty, and discrimination and respect for those realities
- Strong understanding that people living on low income are a resource to resolve community issues and not the cause of the problem

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 “Tenant Support & Engagement Coordinator” 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.