

## INTERNAL

**Job Title:** Overnight Coordinator, 24-Hour Respite  
**Position Type:** Bargaining Unit, Permanent, Full-Time  
**Number of positions:** 1  
**Hours:** 37.5 hours per week  
**Supervisor:** Senior Manager, Service Coordination  
**Posting Date:** January 11, 2022  
**Application Deadline:** January 21, 2022  
**Location:** Fred Victor – 24-Hour Respite – 701 Fleet Street

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](http://www.fredvictor.org).

The Respite Drop-in is a low-barrier service for men, women and couples. The service includes meals and a safe space to build social connections. Clients will receive enhanced case management and housing support services combined with a connection and/or referral to appropriate services within the community. 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. We serve people with pets.

### Responsibilities:

- Provide direction to staff on shift in order to complete duties during the shift
- Ensure crisis situations are dealt with in a manner where the health and safety of all is not compromised
- Coach, mentor and direct staff, manage situations that could become a crisis
- Deescalate and support clients when situations escalate
- Ensure proper documentation is maintained on SMIS, including incident reports and restriction documentation
- Checking and ordering of inventory
- Coordinating and receiving of donations
- Scheduling of staff for shift coverage
- Interviewing candidates for relief positions
- Following up on references for relief hiring
- Ensuring Incident Reports, Service Restrictions, Workplace Violence Incidents, and “No Trespass” documentation is correct and completed
- Completing and forwarding “Updated Service Restrictions”
- Ensure Funder reports are prepared and submitted on time, i.e., head count report
- Bridge the communication between shifts
- Hold check-in meetings throughout the shift and maintain records

- Monitor completion of client's notes, intake forms, and discharge plans in SMIS and in accordance with FVC's policies and procedures.
- Ensure hourly safety checks are taking place
- Direct staff to do a walk around with the purpose of engaging with clients.
- Be familiar with emergency building systems and follow fire procedures.
- Communicate and demonstrate appropriate professional boundaries with clients, staff, and community partners and abide by all the Fred Victor Centre's policies and procedures e.g. Anti-Harassment and Discrimination and the Staff Code of Conduct.
- Provide support including debriefing with staff and clients as needed.
- Work in accordance to the Ontario Occupational Health and Safety Act

**Qualifications:**

- 2-3 years of experience providing direct service in the homeless sector
- Proven ability to facilitate decision-making in complex situations
- Proven ability to constructively give and receive feedback from a variety of stakeholders.
- Highly developed ability to prioritize work through short and long-term goals and remain flexible
- Well-developed interpersonal and conflict resolution skills
- Experience handling confidential information
- Direct experience working from a client-centered approach with chronically homeless adults.
- Position requires strong written, interpersonal, and oral communication skills; strong assessment, informal counseling, analytical, and group facilitation skills; and a highly developed Sound problem solving and decision making skills under pressure and be able to create and implement creative solutions.
- Extensive knowledge of community based resources for low income people
- Ability to work productively within a team setting and also independently
- Ability and comfort to work in isolation with limited direct day-to-day supervision.
- Strong organizational and administrative skills Literacy in Word, Excel and client database programs (SMIS and Pirouette)
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**Working Conditions:**

Employee works in office and resident areas of the 24-Hour Respite Program. 24-Hour Respite Program is a 24-hour facility. All applicants must be willing to work with animals, and be proximate to animals. 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. Travel outside to external meetings required.

**Application:**

Please submit a résumé and cover letter detailing how you meet the job requirements by: **January 21, 2022 at 5pm to:**

**Tracy Baker**  
**Program Manager, 24-Hour Respite**  
[tbaker@fredvictor.org](mailto:tbaker@fredvictor.org)

Applicants should quote "**Overnight Coordinator**" in the subject line.

No phone calls, faxes, or mailed resumes 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 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.*