

Internal and External Posting

Job Title:	24-HR Services Management
Type:	Contract and full time positions , Non-Bargaining Unit
Number of positions:	Various
Hours:	37.5 hours per week
Posting Date:	March 2, 2022
Application Deadline:	September 2, 2022
Location:	Toronto, various locations

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 24-HR services department serves a diverse homeless community, including people who are 18+ years of age, men, women, couples, trans people and homeless people with pets. The 24-HR management staff will provide support to the sites. The SSU unit is comprised of the following sites: Bethlehem United Shelter, Women's Hostel, Mary Sheffield House, Transition 2 Housing, Women's 24-HR DI, Overnight Respite, 24-HR Respite and the Edward Hotel Temporary Shelter.

Responsibilities:

- Provide leadership and oversight to one of the 24 hour sites
- Ensure the safe and effective operation of the 24-hr site through development and implementation of appropriate systems, policies, procedures and program design
- Lead and actively be involved with the coaching, mentoring, training and performance management of the team
- Stakeholder relationship management with funders, sector partners and city staff including supporting Fred Victor's advocacy work in the housing, homelessness and health systems will be an additional area of focus
- Recruit, hire, train, supervise and manage performance of site staff
- Develop and foster a constructive and dynamic staff team including opportunities to build knowledge and develop and implement effective strategies to serve clients
- Work with other program areas of Fred Victor to coordinate provision of services for clients
- Represent Fred Victor and provide leadership to the women's and homeless service sectors including sector development and public education
- Manage the administration of the site, including preparing and managing budgets; completing funder reports; preparing evaluation reports and funding proposals
- Develop and lead regular evaluation of the site's programs, services and structures, revising and adapting as required
- Participate in the after-hours Emergency On-Call rotation
- Carry out other duties as assigned by the Director

Qualifications:

- 3-5 years of leadership experience working in the shelter and housing sectors
- Thorough understanding of the issues that the homeless community may deal with such as poverty, social isolation, mental health issues, addictions, premature aging and other health issues
- Exceptional program management, prioritization and planning skills
- Strong understanding of and commitment to harm reduction, client-centered, trauma-informed, and anti-oppression practices
- Thorough knowledge of legislation relevant to operating 24-HR programs, including Ontario Works Act, Ontario Human Rights Code, Occupational Health and Safety Act, Employment Standards Act and other relevant legislation
- Experience with enhanced case management, including housing services
- Strong skills with leading, motivating, supervising and developing staff teams
- Highly developed interpersonal skills including proven ability to communicate and maintain appropriate professional boundaries
- Extensive client advocacy, crisis intervention and prevention, conflict resolution, and negotiation skills
- Excellent written and oral communication skills
- Significant ability to problem-solve using analysis and creativity to resolve for unique issues
- Experience managing programs and preparing and monitoring budgets
- Literacy in Word, Excel, and client database programs

Assets:

- Experience working with regulated health professionals in multi-disciplinary teams
- Understanding of the Housing and Homelessness service system in Toronto, including Shelter Standards, Drop-in and Respite Standards and the funding model

Working Conditions:

Employee works in an office and resident areas of the sites with travel outside to external meetings. The programs are 24-hour facilities. All employees must expect to be in potentially threatening situations. It is an emotionally challenging position and at times a physically demanding job. All applicants must be willing to work with animals and be proximate to animals.

Application:

Please submit a résumé and cover letter detailing how you meet the job requirements to:

Sylvia Braithwaite
Director, 24-Hour Services
sbraithwaite@fredvictor.org

Applicants, please quote the job title 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 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.