

INTERNAL POSTING

Job Title: Associate Director, 24-HR Services
Type: Full-Time, Non-Bargaining Unit, Permanent
Number of positions: 1
Hours: 37.5 hours per week, working various shifts and days
Salary: \$74,997.00 to \$86,931.00
Reports to: Director, 24-HR Services
Posting Date: May 3, 2022
Application Deadline: May 16, 2022
Primary Location: 800 Bay 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 close to 125 years. We work in partnership with women and men from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and social isolation to address their needs and hopes and advocate for a more equitable society. Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion. Please see our website www.fredvictor.org.

24-Hr Services includes emergency and transitional shelters, Women's 24-HR Drop In, Respite and the Edward Hotel Temporary Shelter programs. These emergency services provide specialized supports for homeless women, men and couples who face barriers due to mental health issues, substance use, social isolation, immigration status, unemployment/underemployment challenges and history with the criminal justice system.

Responsibilities:

- Support the Director by being responsible for the direct operation of a minimum of one to two 24-HR sites
- Support the director with the creation of pertinent policies, procedures to meet the demands of the sector and needs for vulnerable communities
- Assist director with budget creation and monitoring, ensuring the department keeps within targets
- Monitor the implementation of the 24-HR service operations as required by the funder
- In co-ordination with Director, monitor and guide the work of the IPAC and Health and Safety Co-ordinators
- Work with the HR co-ordinator to ensure staffing needs are met at all sites
- Lead, organize, identify and facilitate 24-HR services staff training and professional development in co-ordination with the Quality Assurance, Senior Manager
- Represent the organization externally in forums related to funding, program development, sectoral cooperation and partnership
- Prepare and gather information for external presentations to profile service innovation
- Develop and maintain effective relationships with partner agencies, the Police, the neighborhood, emergency services and sector partners/agencies
- Assist director with projects as required
- Carry out other duties as assigned by the Director

Qualifications:

- 8+ years of experience managing 24-hour services
- 5 years of experience supervising, evaluating, training and coaching staff
- extensive experience providing individual support for people who are homeless and living in poverty who are socially isolated and who come from diverse racial, gender, ethnic and cultural backgrounds
- extensive knowledge of mental health issues and addictions
- proven skills in advocacy, crisis intervention and prevention, conflict resolution and negotiation
- Knowledge of Toronto Shelter Standards, 24-HR Drop-In Standards, Occupational Health and Safety regulations and Public Health guidelines as they pertain to emergency shelters
- highly developed written and oral communication skills
- direct experience in preparing and monitoring budgets and writing reports
- developed interpersonal skills to facilitate effective, productive and appropriate relationships with client group, external agencies, FVC staff and partner agencies
- literacy in WordPerfect, D-Base programmes, SMIS, Pirouette, Excel

Working Conditions:

Employee works in office and resident areas with travel outside to external meetings. 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.

Application:

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

Sylvia Braithwaite
Director of 24-HR Services
sbraithwaite@fredvictor.org

Please include 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 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.