



fred victor

Helping people find place & purpose

36 Lombard Street, Suite 300, Toronto, Ontario M5C 2X3

tel 416-364-8228 fax 416-364-4728

INTERNAL /EXTERNAL

Job Title:	Housing Overnight Support Worker
Number of positions:	4
Type:	Reduced Full-Time, Permanent, Bargaining Unit
Rate:	\$25.74 per hour
Hours:	2 positions 30 hours/ week, 2 positions 27 hours/week 11:30pm- 9am
Supervisor:	Senior Manager of East End Housing
Posting Date:	May 4, 2022
Application Deadline:	May 13, 2022
Location:	4626 Kingston Road, Scarborough

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.

Fred Victor works with a highly diverse population of people and upholds the values of respect, choice and inclusion.

Job Summary

The focus of the position is to work with chronically homeless tenants to access and maintain their affordable housing. Staff strive to encourage tenant participation in the development of short and long term goals, community development strategies, using a facilitative management approach to encourage tenants to reach their goals, maintain their housing and 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, abuse and social isolation and who come from racially and ethnically diverse backgrounds.

Responsibilities:

- Provide a welcoming, friendly and professional Front Desk for Housing and keep the Housing Office open as often as possible. This includes but is not limited to answering the phones, fielding tenant questions and concerns, signing in guests, signing out keys, taking work orders, crisis intervention, assisting with tenant medication, giving notices to tenants and liaising with other workers and professionals.
- Utilize trauma informed community development, facilitative management, and conflict resolution approaches to facilitate supportive, co-operative living and support tenants to develop skills to live cooperatively in their accommodation.
- Provide intake, assessment and case management services, utilizing a client-centered, strength-based, harm reduction approach to clients
- Maintain a caseload of 5-8 lower need clients
- Coach or assist a client in the development/maintenance of abilities relating to activities of daily living, self-care, crisis management strategies, symptom management, maintaining a support network, and skills



teaching such as budgeting, grocery shopping and other life skills.

- All services will be conducted in a proactive, collaborative and client-centered approach using the principles of harm reduction, anti-oppression and restorative justice
- Deal with housing related issues such as; behaviors, social isolation, mental health, substance use, hygiene and others, by encouraging and supporting tenants to problem solve and to access community resources such as support agencies and other Fred Victor programs and services.
- Identify, intervene in and deescalate crisis situations and work with tenants to develop crisis management skills
- Ensure all eviction prevention strategies and policies are implemented.
- Assist with eviction proceedings as necessary. Including appearing at the Landlord and Tenant Board as a witness and assisting with the gathering of evidence for LTB cases.
- Educate tenants about their tenancy responsibilities and their ongoing responsibilities to maintain their housing. Know and be conversant in the Residential Tenancies Act, specifically in areas on non-payment of rent and breach of obligations under the RTA and the tenancy agreement.
- Work with the tenant community to understand the Fred Victor Mission, Vision and Values and how they relate to being a tenant and participating in FV programming and services.
- Assist tenant with Annual Income Review processes as required.
- Participate in on going evaluation, development and review of all housing programming and structures. Participate in organizational and special events committee work.
- 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.
- Work closely with the Security Guards in order to assist each other with any security issues and concerns.
- 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 in order to deal with emergency issues as required.
- Clean and keep the offices and work areas in order.
- Participate in monthly supervisions with the Program Manager.
- Work as part of the Housing Team in a cooperative and supportive manner with all other Housing Team members.
- Work in accordance to the Ontario Occupational Health and Safety Act
- Participate in the development and writing of operational procedures and funding proposals as required.
- Other duties as assigned by the Senior Manager of Housing.



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Qualifications:

- 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.
- Strong customer service skills.
- 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.
- Experience with and proven responsibility handling money.
- Literacy in Microsoft Office, Pirouette and Arcori (an asset).

Working Conditions:

- There is a likelihood of exposure to unpredictable behavior, unpleasant odors, bodily fluids and pests including bedbugs, mice and cockroaches.
- All employees must expect to be in potentially threatening situations.
- This is stressful and emotionally challenging work that deals with vicarious trauma, grief and compassion fatigue on a regular basis
- Required to travel to Fred Victor's program and administration locations
- Travel will be by public transportation, unless approved to use personal vehicle
- Will be required to work weekends but also could be asked to work mornings, evenings or overnights on occasion in order to provide oversight to the program
- Must be willing to work with pets as many tenants have pets.

Application:

Please submit a resume and cover letter by e-mail no later than **Friday, May 13, 2022 by 5:00 PM to:**

Robin Masterson
Director of Housing
rmasterson@fredvictor.org

www.fredvictor.org



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Applicants should quote “Housing Overnight Support Worker” in the subject line

NO PHONE CALLS OR FAXES

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.