

INTERNAL/EXTERNAL

Position:	24-Hour Services Volunteer
Program:	24 Hours Women's Drop-In
Type:	Volunteer
Number of positions posted:	1
Hours of Work:	12 hours per week: Three 4-hour shifts (three days per week) or Two 6-hours shifts (two days per week) Days and hours may vary 6 months minimum commitment
Supervisor:	24 Hours Women's Drop-In Program Manager/Senior Manager
Posting Date:	June 15, 2022
Application Deadline:	June 24, 2022
Primary Location:	67 Adelaide Street East, 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 120 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.

The Women's 24-Hour Drop-In is a low barrier, trans-inclusive and welcoming space for women to come and meet service providers, peer support workers and other women with similar lived experience. Services will address basic needs for food and sleep; personal needs for showers and laundry; social and recreation needs for sharing fun activities with other women; health needs such as primary care, addictions treatment and counselling; allied services such as income, legal problems, housing and safety. The provision of formal and informal programming, advocacy, informal counseling and support, information and referral are also an integral part of this service.

The Women's Drop-In service approach is based on principles of harm reduction, recovery, low barrier service, trauma informed, anti-oppression and welcoming and inclusive service delivery.

Position Summary:

The volunteer works collaboratively with staff to ensure the smooth day-to-day operations of the 24/7 Women's Drop-In.

Responsibilities:

- Engage women coming to the Drop-In through building trust and showing acceptance
- Encourage women coming to the Drop-In to participate in activities
- Encourage and facilitate social connections between women coming to the Drop-In
- Perform administrative tasks such as communications, reports, data entry of service statistics
- Assist manager with scheduling by updating and maintaining office's calendar and communicating with staffing agencies
- Prepare and serve meals

- Follow Fred Victor’s policies and procedures, including policies around professional boundaries, confidentiality and the staff code of conduct
- Participate in regular meetings and supervision with Program Manager
- Observe work related requirements such as punctuality, attending staff meetings, meeting deadlines and working with or without direct support
- Other duties as required

Qualifications:

- Administrative and organizational skills, including an understanding of Microsoft programming such as Word, Excel and Outlook
- Understanding of, and experience working in, programs serving women with complex intersecting needs including homelessness, physical and mental health issues, addictions and histories of trauma, abuse and social isolation
- Understanding of client-centered, trauma-informed and anti-oppression practices
- Strong interpersonal skills and demonstrated ability to build effective relationships with team members and community members
- Educational background in social work/social services/human services work or equivalent education and lived experience is an asset
- Strong communication skills, both written and oral

Additional Information:

- Volunteer will receive an orientation about Fred Victor and policies. Volunteer will report to, and receive direction and support from, the Drop-In Manager and/or Senior Manager. Facilitator. In addition, volunteers will receive some relevant training opportunities.

Disclaimer:

- This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the volunteer.

WORKING CONDITIONS:

Volunteer works in office and resident areas of the Adelaide Resource Center. The program is a 24-hour facility. All volunteers must expect to be in potentially threatening situations and in close proximity to pets. It is an emotionally challenging position and at times a physically demanding job.

Please submit a résumé and cover letter detailing how you meet the job requirements
before June 24, 2022 by 5:00 p.m. to:

Yangtzee Tamang
 Recruitment Coordinator, 24-Hour Services
ytamang@fredvictor.org

Applicants should quote the job title 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 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.