

INTERNAL/EXTERNAL

Position:	Housing and Drop-in Relief Worker
Type:	Bargaining Unit, Occasional relief shifts - as needed
Hours:	Varies
Rate:	\$19.83 per hour
Vacancies:	10
Supervisor:	Senior Manager of Housing, Senior Manager, Access Services or Manager of Drop-In
Posting Date:	June 2, 2022
Application Deadline:	Until Positions are filled
Location:	145 Queen St East, 40 Oak, 20 Palace, 418 Dawes Rd, 704 Mortimer, 4626 Kingston Road, 319 Dundas St 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 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.

We are seeking motivated self-starters to work as a Relief Staff for our Housing and Drop-In Programs. Fred Victor Housing consists of a variety of affordable and rent geared to income housing programs and two drop-ins that serve various populations depending on the location and include single people, adults, couples and families. They all serve people who are experiencing homelessness and poverty. The position requires respect for, and expertise working with people who face barriers due to mental health, substance use, trauma, social isolation, immigration, poverty, unemployment/underemployment and history with the criminal justice system. The incumbent will also be someone who is personable, dynamic and creative in their approach. The position also requires a great amount of flexibility and ability to be available on very short notice. Relief staff are expected to be available to provide short notice shift coverage and to work a variety of shifts that include: overnights, days, evenings, weekends and holidays.

Responsibilities

- Welcome community members and tenants into the program or building
- As part of a team, oversees drop-in space and programming to ensure a safe and comfortable environment for everyone
- Develop and facilitate groups, community activities, life skills programming and encourage on going participation.
- Proactively de-escalate potential conflicts; deal with emergencies as they arise and effectively handle crisis and conflict when necessary
- Provide tenants and community members with referral information for other Fred Victor as well as external community supports and resources

- Complete administrative tasks such as answering phones, supporting food programming, writing letters, notices, daily entries into Pirouette and tracking statistical information.
- Attend daily debriefs and shift changes and complete incident reports as required
- Facilitate regular participant or tenant meetings, introductions and conflict resolution meetings
- Support to all tenants and community members to maintain their housing and assist them to deal with housing and program related issues such as; behavior, social isolation, mental health, substance use and hygiene by encouraging and assisting and supporting tenants to problem solve and access community resources
- Role-model professional behaviour and positive communication with participants, volunteers and partners
- Attend staff meetings, supervisions, and trainings as required
- Assist with the setup and clean-up of Drop-in Programs
- Support tenants and community members utilizing harm reduction principles and programming, including handing out safe use kits, and responding to overdoses
- Assist with meal service including serving of food
- Clean and prepare rooms for new intake when required.
- Assist tenants and program space with pest control preparation.
- Engage community members and tenants and build healthy, positive relationships
- Build a culture of teamwork
- Adhere to agency policies and procedures and uphold Fred Victor values in our community
- Other duties as assigned by supervisor

Qualifications:

- Diploma or degree in Social Services and/or equivalent 1 year of front-line social services experience
- Thorough knowledge of community based resources and supports
- Open and flexible availability.
- Experience working directly with men and women from diverse racial, ethnic and cultural backgrounds. Strong understanding and commitment to social justice issues and anti-racism and anti-discrimination practices.
- Demonstrated experience working with individuals with mental health and addiction issues
- Strong skills in crisis intervention, conflict resolution and de-escalation strategies
- Strong knowledge and understanding of trauma informed practices
- Experience with group facilitation and community development programming
- Strong knowledge of harm reduction tools and resources
- Strong interpersonal skills resulting in effective, productive and appropriate relationships with the community members, tenants and greater FV community, partner programs and organizations including police and other crisis services
- Strong written and oral communication skills

- Highly developed ability to make fast and sound judgments
- Highly reliable and proven ability to work independently, adhere to team decisions and to give, receive and follow direction to and from others
- Well-developed understanding of and a proven ability to communicate appropriate professional boundaries
- Strong understanding of systems that cause and support homelessness, poverty, discrimination and a respect for the realities of the community we serve
- Demonstrated ability to plan, prioritize work and remain adaptable and flexible.
- CPI; First Aid/CPR; anti-oppression/anti-racism; Suicide Intervention and overdose prevention are required certification/trainings for this role

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 to:

Logan Bodera
Senior Manager of Housing
lbodera@fredvictor.org

Applicants should quote “Housing and Drop-in Relief 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.