



# 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

<b>Job Title:</b>	Community Development Housing Worker
<b>Type:</b>	Full-Time, Permanent, Bargaining Unit
<b>Rate:</b>	\$25.74 per hour
<b>Hours:</b>	37.5 hours per week including weekends
<b>Supervisor:</b>	Senior Manager of East End Housing
<b>Posting Date:</b>	May 16, 2022
<b>Application Deadline:</b>	June 24, 2022
<b>Location:</b>	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](http://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 alternative supported housing with focus on supporting clients experiencing social isolation. Staff strive to encourage tenant participation in the development of short and long term goals, community development strategies, using a facilitative management approach to promote independent living and the safety and enjoyment of their housing. This position will focus on community development and will plan, facilitate and engage with group programming, workshops and activities for the tenants. This position requires respect for, and expertise working with, tenants who are facing mental and physical health issues, active substance use, history of abuse and social isolation and who come from racially and ethnically diverse backgrounds.

### **Responsibilities:**

- Utilize community development, facilitative management, and conflict resolution approaches to facilitate supportive, co-operative living and support tenants to develop skills to live cooperatively and to maintain their housing.
- Facilitate regular tenant meetings, introductions and conflict resolution processes. Work with individual tenants to participate in decisions regarding housing. Facilitate, encourage and promote tenant participation in various committees, activities and events. Actively work with tenants to address safety and security.
- Plan and facilitate regular programming for tenants that promotes social inclusion.
- Engage with other service providers, both internal and external to Fred Victor in order to deliver programming and workshops to tenants.
- Facilitate regular monthly tenant meetings and encourage tenant leadership in those meetings.
- Complete a community needs assessment in order to plan appropriate community development activities.

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- Work with tenants who are new to the neighbourhood to assist with community mapping.
- Facilitate, coordinate and evaluate community and committee meetings to identify and address other needs and issues within the community and actively work with the tenant community to develop short and long term housing programming goals, to respond to those needs.
- Deal with housing related issues such as; behaviour, social isolation, mental health, substance use and hygiene by encouraging and supporting tenants to problem solve and to access community resources such as support agencies and other Fred Victor programs and services.
- Use Harm Reduction practices and principles when dealing with housing related issues.
- Identify, intervene in and deescalate crisis situations and work with tenants to develop crisis management skills
- Provide intake, assessment and case management services, utilizing a client-centered, strength-based, harm reduction approach to tenants
- Maintain a caseload of up to 15 low to medium support need tenants
- Work closely with staff from other FV staff in order to provide the best service possible to all and in order to ensure the safety of all.
- Accurately document and report all information in Pirouette 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.
- 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.
- Other duties as negotiated with the Senior Manager of East End Housing.

## **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.
- Strong commitment to harm reduction, trauma informed, client- centred principles
- 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.



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- 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 **June 24, 2022 by 5:00 PM to:**

**Maria Nazarova  
Senior Manager of Kingston Road Housing  
mnazarova@fredvictor.org**

**Applicants should quote "Community Development Housing 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.*

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*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.*