

INTERNAL/EXTERNAL

Job Title:	24-Hour Services Part-Time Weekend Worker
Position Type:	Bargaining Unit, Part-Time, Permanent
Number of Positions:	2
Rate:	\$23.20 per hour
Hours:	Position #1: Sat and Sun, 4 PM – 12 AM Position #2: Sat and Sun, 11:30 PM – 7:30 AM
Supervisor:	Senior/Program Manager, Transitional Shelter for Older Women (TSFOW)
Posting Date:	September 13, 2022
Application Deadline:	September 23, 2022
Location:	512 Jarvis Street, Toronto

Why Fred Victor?

For over 125 years, Fred Victor has been a leader in providing place and purpose to people in need in Toronto. Our mission is to improve the health, income and housing stability of people experiencing poverty and homelessness. We are committed to ending chronic homelessness. This is an ambitious and bold goal but we believe, achievable.

The Transitional Shelter for Older Women (TSFOW) is a 26-bed program that serves women who are 55+ and/or women and transgender people who are vulnerable due to complex physical, mental health, developmental and/or substance-use related issues.

Does this sound like work you want to be a part of?

We offer a supportive environment, an opportunity to join a diverse team of caring professionals and a chance to make a difference. With over 60 programs and services and more than 21 sites, there are lots of opportunities to grow your career with us. Many members of the management team started in relief and front-line roles.

What You Will Do (Position Summary)

- Administrative tasks such as answering the phone, processing client intakes and discharges, and tracking statistical information
- Recording client notes, intake forms, and discharge plans in accordance with Toronto Shelter Standards and Fred Victor Centre's policies and procedures
- Supporting the residents with daily needs including preparing nutritional meals (i.e. breakfast) as necessary.
- Performing hourly room checks and building rounds
- Completing statistical reports as assigned by the Shelter Manager
- Following up in a timely manner with clients and other team members
- Clearly communicating with clients and other team members
- Working with clients who are frail, cognitively impaired older adults and seniors with complex challenges, including mental health, addiction, physical/medical, cognitive impairments
- Perform case management duties
- Providing physical care and home management services
- Providing appropriate referrals, information and advocacy to other support services to assist clients to meet the goals outlined in their case plans
- Using emergency building systems and following fire procedures
- Liaising and supporting external agency staff while they are onsite delivering support services to clients
- Communicating and demonstrating appropriate professional boundaries with clients, staff, and community partners and abiding by all Fred Victor Centre's policies and procedures e.g. Anti-Harassment and Discrimination and the Staff Code of Conduct

- Crisis intervention and conflict resolution skills
- Developing and implementing appropriate programming activities
- Working in accordance to the Ontario Occupational Health and Safety Act
- Other duties as assigned by the Senior/Program Manager

What You Bring to the Team (Qualifications)

- 2-3 years' experience working in a residential setting
- Experience working with frail, cognitively impaired older adults and seniors with complex challenges, including mental health, physical/medical, cognitive impairments, severe social isolation and substance use issues
- Experience working from a client centered approach with homeless seniors including those who come from racially and ethnically diverse backgrounds, experience barriers to services due to physical and mental health, substance use, social isolation, abuse, sexual orientation, history in the criminal justice system, recent immigration, or who are transgender
- Possess strong skills in crisis intervention, and conflict resolution and be able to have sound problem solving and decision-making skills under pressure and be able to create and implement creative solutions
- Knowledge and awareness of the housing first approach
- Extensive knowledge of community-based resources for low income & elderly people
- Ability to network with external agency staff to meet client needs
- Ability to work productively within a team setting and also independently
- Ability to work with limited direct day-to-day supervision
- Well-developed interpersonal skills that will produce effective and productive relationships with the residents, staff, community, external agencies and staff of Fred Victor Centre
- Strong organizational and administrative skills
- Highly developed written and oral communication skills
- Strong understanding of the factors that contribute to homelessness and poverty
- Knowledge of after hour services in the GTA
- Literacy in Word, Excel, Outlook, Windows, SMIS
- Training in Shelter Standards, First Aid, CPR, CPI, Customer Service, Harm Reduction, Trauma Informed Service an asset

What Sets You Apart

- Experience working with homeless individuals, preferably in a residential setting
- Demonstrated ability to follow policies, procedures, and adhere to legislation
- Excellent communication skills
- Client focused
- Training in first Aid, CPR and Crisis Prevention Intervention
- Computer skills in MS Word, Excel, Outlook, SMIS

Compensation and Benefits

- For the 24-Hour Services Part-Time Weekend Worker position, Fred Victor offers an hourly rate of \$23.20
- Access to employee and family assistance plan

How You Can Apply

Send your resume and an email describing why you want to be part of the Fred Victor Team by **September 23, 2022** to ytamang@fredvictor.org clearly stating the title and position, *for example, "24-Hour Services Part-Time Weekend Worker, TSFOW, Position #1"* in the subject line.

A Police Record Check is required by the final candidate prior to hiring.

All candidates offered a position with Fred Victor from September 30, 2021 onward must be fully vaccinated and provide proof of their vaccination as a condition of employment. Fred Victor will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

Accessibility & Accommodation

Fred Victor is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realize their potential. As such, we welcome and encourage applicants who identify as racialized persons, Indigenous persons, persons with disabilities, and persons across the spectrum of sexual orientation and gender identities and have lived-experience

If you are a person with a disability and require accommodation and/or assistance during the application process, please contact us in advance. We strive to provide reasonable accommodations whenever requested. Information received relating to accommodation requests will be treated with confidentiality.