

INTERNAL/EXTERNAL

Job Title: Housing Support Worker – Life Skills Housing Worker

Position Type: Full-Time, Permanent, Bargaining Unit

Number of Positions: 1

Rate: \$26.52 per hour

Vacation: 4 weeks to start

Benefits: Group benefits with Life Insurance, AD&D, Extended Health and Dental Care with premiums 100% paid by the employer, LTD with premiums 100% paid by employees; paid sick leave and float day

RRSP: RRSP with 6.5% employer contribution and 4% employee contribution after successful completion of probation

Hours: 37.5 hours weekly, combination of days, afternoons and weekend shifts.

Supervisor: Senior Manager of Housing

Posting Date: September 15th 2022

Application Deadline: September 25th 2022

Location: 145 Queen Street East, 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 145 Queen Housing Programs works with chronically homeless tenants to access and maintain alternative supportive housing in shared accommodation. This program aims to provide a safe space for individuals experiencing deep poverty with a history of chronic homelessness and often the long-term effects of trauma and substance use. The program serves tenants through a harm reduction, eviction prevention and community engagement framework to reduce their isolation and build community through engaging programs and activities.

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

We offer a caring and collaborative 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

The Housing Support Worker will;

- Work with chronically homeless tenants to access and maintain alternative supportive housing in a shared accommodation setting.
- Utilize community development, facilitative management, and conflict resolution approaches to facilitate supportive, co-operative living and support tenants to develop skills to live cooperatively in shared accommodation.
- Provide direct support to clients in need to work on specific life skills that can result in tenancy issues such as hoarding, personal hygiene, room condition and pest control. Refer tenants to relevant Fred Victor or external supports in order to increase tenant's capacity to deal with hoarding issues and/or to strengthen relevant life skills.
- Work with a caseload of up to 20 tenants as assigned by the Senior Manager of 145Q Housing. Complete any required assessment tools. Complete coordinated care plans as appropriate. Work with tenant and other supports to ensure case plans and crisis plans are in place to support their tenancy, avoid eviction whenever possible and strengthen relevant life skills.

- Utilize community development, facilitative management, and conflict resolution approaches to facilitate supportive, co-operative living and support tenants to develop skills to live cooperatively in shared accommodation.
- Facilitate regular meetings with individual tenants in order to set individual short and long term goals in relation to maintaining their housing and to make appropriate referrals to other supports as required. Facilitate and participate in case conferences and meetings with other workers who also provide support for individual tenants.
- All services will be conducted in a proactive, collaborative and client-centered approach using the principles of harm reduction, anti-oppression and restorative justice.
- Facilitate quarterly apartment 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.
- More generally, support the program by answering phones, fielding tenant questions, taking work orders, assisting with medication, giving notices and liaising with other workers and professionals
- Educate tenants about their tenancy responsibilities and their on-going responsibilities to maintain their housing. Know and be conversant in the Residential Tenancies Act, and in particular, areas on non-payment of rent and non-compliance of the tenancy agreement.
- Identify, intervene and deescalate crisis situations and work with tenants to develop crisis management skills
- Deal with housing related issues such as behavior, social isolation, mental health, substance use and hygiene by encouraging tenants to problem solve and support them to access Fred Victor and community resources
- Work from trauma informed, community development, harm reduction, client centered and collaborative approaches
- Work as part of the Housing Team
- Work in collaboration with the hub of services offered at Fred Victor's 145 Queen Location which also includes a safe injection site, a transitional housing program, open-house drop-in, low-cost restaurant, mental health and justice case management services and other community partners.
- 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.

What You Bring to the Team (Qualifications)

- Demonstrated understanding of the systems that cause and support homelessness, poverty and respect for those realities.
- Case Management skills
- Demonstrated understanding that people living on low incomes are a resource to resolve community issues and not the cause of the problem
- Demonstrated experience providing support within a harm reduction, restorative justice and anti-oppression based framework.
- Strong customer service 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
- Knowledge of the Residential Tenancies Act
- Experience with and proven responsibility handling money

- Literacy in Microsoft Office, Pirouette and Arcori (an asset)

What sets you apart

- Passion for working in a housing setting providing services that are eviction prevention, harm reduction and restorative justice focused
- Commitment to life skills capacity building
- Dedication to advocacy and prioritizing people who use drugs as experts of their own lives

Working Conditions

- As the housing department is a 24-hour operational facility, staff may occasionally be required to cover shifts in emergency situations, including overnights
- 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
- Must be willing to work with pets as many tenants have pets.

Compensation and Benefits

- For the Housing Support Worker position, Fred Victor offers an hourly rate of \$26.52
- 4 weeks of vacation to start + 1 float day
- Generous paid sick leave allowance
- A comprehensive Dental, Extended Health and LTD group benefits package includes individual and family coverage, including prescriptions, hospital accommodation, hearing care, paramedical practitioners and a wide variety of dental care. Additional insurance includes vision care and travel for emergency medical services.
- 6.5 % of your gross salary will be contributed to a group RRSP on your behalf after successful completion of probation; you will contribute 4% of your gross salary to the same RRSP
- Access to employee and family assistance plan

How You Can Apply

Send your resume and cover letter as one document telling us why you want to join the Fred Victor Team by **September 25th at 5pm**. Please send to Logan Boderer, Senior Manager of Housing at lboderer@fredvictor.org. **Please include "Life Skills Housing Worker" 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.