

INTERNAL/EXTERNAL

Job Title: Life Skills Case Manager

Position Type: Full-Time, Permanent, Bargaining Unit

Number of Positions: 1

Rate: \$26.52

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 per week – Monday to Friday days and evenings

Supervisor: Senior Manager, Kingston Rd Housing

Posting Date: November 18, 2022

Application Deadline: December 2, 2022

Location: 4626 Kingston Rd, Scarborough, ON, M1E 2P6

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.

Kingston Road Housing –provides safe deeply affordable housing for single people who are experiencing poverty, chronic homelessness and often the long-term effects of trauma, social isolation, varying degrees of mental health and substance use. Kingston Road Housing provides Housing with supports, including case management, on site 24 hours per day, 7 days per week. We work from a client centered, harm reduction, trauma informed, anti-oppressive framework.

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

- Provide direct support and coordination to tenants who are experiencing hoarding or other life skills challenges.
- Make appropriate referrals, internal to Fred Victor and external in order to increase tenant's capacity to prevent eviction.
- Work with a caseload of up to 15 tenants as assigned by the Senior Manager of 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 and try to avoid eviction whenever possible.
- 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.

- 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. Assist with cleaning of rooms and pest control preparation regularly.
- Identify, intervene in and deescalate crisis situations and work with tenants to develop crisis management skills.
- Educate tenants about their tenancy responsibilities and their on-going responsibilities to maintain their housing.
- Work with the tenant community to understand the Social Housing Reform Act requirements, the applicable sections of the Operating Agreement and the Fred Victor Mission, Vision and Values.
- Other duties as assigned by the Senior Manager of East End Housing.

What You Bring to the Team

- Post-Secondary Education in Social Services or related field and/or lived experience or equivalency
- Strong understanding of systems that cause and support homelessness, poverty and discrimination and respect for those realities.
- Previous experience in Life Skills Coaching and Hoarding Coaching
- Excellent customer service and delivering case management services skills
- Experience working with people who are actively using substances from a harm reduction lens
- This position will use a trauma informed, harm reduction, client centered, anti-oppressive approach to all of their work. This position requires respect for, and expertise working with, tenants who are facing mental and physical health issues, active substance use, history of trauma, abuse and social isolation and who come from racially and ethnically diverse background

What Sets You Apart

- Demonstrated experience in conflict resolution and crisis management
- Extensive experience working with people who come from diverse racial, gender, ethnic and cultural backgrounds and who have experienced varying degrees of mental health, social isolation and substance use
- Lived experience
- Strong customer service skills
- Extensive knowledge of community-based resources
- Proven ability to challenge organization, staff and tenant communities in a positive and creative way to effect better service
- Well-developed interpersonal skills that will produce effective, productive and appropriate relationships with the tenants, community, external agencies and staff at Fred Victor
- Strong team work
- Highly developed written and oral communication skills
- Highly developed interpersonal skills
- Highly developed group facilitation skills
- Highly developed understanding of and proven ability to communicate appropriate professional boundaries
- Highly developed ability to plan and prioritize work
- Excellent written and oral communication skills
- Literacy in Word, Pirouette, Excel

Compensation and Benefits

- For the Evening Housing Worker position the pay starts at \$26.52 per hour
- 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 an email describing why you want to be part of the Fred Victor Team by December 2, 2022 to mnazarova@fredvictor.org with “Life Skills Case Manager” 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.