

INTERNAL/EXTERNAL

Job Title:	Overnight Warming Centre Support Worker - Lead
Position Type:	Bargaining Unit, Relief, Contract – Until April 15, 2023
Number of Positions:	3
Rate:	\$23.20 per hour
Hours:	Days, Evenings, Weekends
Supervisor:	Senior Manager, Warming Centre
Posting Date:	November 1, 2022
Application Deadline:	Until Filled
Location:	55 John 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 Warming Centre at Metro Hall will operate during Extreme Cold Weather alerts from November 15th 2022 to April 15th 2023. Serving approximately 45 clients plus pets, the centre will act as emergency shelter during the cold weather period. Services will address immediate basic needs for food, sleep, community referrals and harm reduction services. The Warming Centre Support Worker, will support with all relevant tasks relating to intake, client-support, service delivery, crisis intervention, and referrals. The Overnight Warming Centre Lead will coordinate the program operations when management is off-site, and will play a crucial in contacting on-call management in the event of crisis. The position will also provide guidance and mentorship for peer trainees for day-to-day tasks, and communicate with program management and the Peer Program Lead when peer trainees require extra support. The Warming Centre Support Worker will collaborate with peer staff, the Peer Program Lead, and designate management staff to ensure the safe and efficient operations of the warming centre.

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

We offer a 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.

The position works in a Warming Centre Setting. The Metro Hall Warming Centre is a 24-hour facility. All applicants must be willing to work with animals, and be proximate to animals. All employees must expect to be in potentially threatening situations. These positions are emotionally challenging and at times physically demanding.

What You Will Do (Position Summary)

- Process client intakes, transfers and support clients with daily needs
- Organize overnight program operations with support of Overnight Peer Warming Centre Workers
- Create detailed reports on attendance, client activity and any raised issues to provide to the program manager daily
- Record client notes, intake forms, and discharge plans in accordance to Toronto Shelter Standards and FVC's policies and procedures
- Serving meals provided for warming centre visitors
- Contact the on-call program manager in event of crises or emergencies
- Debrief with previous and relieving shift team for consistency and efficiency of service for program visitors
- Work closely with security staff in order to provide a coordinated and collaborative approach to potential crises

- Provide on-floor guidance to Peer positions, creating an environment that supports and empowers peer trainees to contribute meaningfully to the program
- Show an understanding and commitment to harm reduction practices and principles
- Distribution of harm reduction kits and stocking of harm reduction supplies
- Monitoring capacity, and coordinating with staff to manage safe transportation to other warming centre sites for visitors when site is at full capacity
- Ensure COVID-19 health & safety measures are being adhered to
- Direct visitors to relevant on-site services – including food, harm reduction supplies, lockers, washrooms, cots
- Collaborate with peer staff, Peer Program Lead and Program Manager for all operations
- Perform safety checks and building rounds
- De-escalate and manage conflict with or among clients
- Responsible for resolving client’s complaints when appropriate, including timely follow-up
- Provide appropriate referrals, information and advocacy to other support services to assist visitors with supports after the closure of the warming centre
- Maintaining a log of activities at each centre, including staff on site, services provided including number of visitors who were allowed inside the centres and those who were directed to an alternate room/space within the warming centre, calls for medical attention and any unusual incidents
- Use emergency building systems and follow fire procedures
- Communicate and demonstrate appropriate professional boundaries with clients, staff, and community partners and abide by all the Fred Victor Centre’s policies and procedures e.g. Anti-Harassment and Discrimination and the Staff Code of Conduct
- Work in accordance to the Ontario Occupational Health and Safety Act
- Identify, intervene, and effectively deal with crisis and conflict situations
- Deal with emergency situations as they arise
- Perform administrative tasks such as communications, reports, finding and coordinating staff coverage, information management of service statistics and client information as required
- Participate in regular meetings and evaluations with Program Manager
- Observe work related requirements such as punctuality, attending staff meetings, meeting deadlines and working with or without direct support
- Attend regular staff meetings, read emails, communicate effectively and support the team
- Other duties as required

What You Bring to the Team (Qualifications):

- Educational background in social services or human services including continuing education aimed at deepening practice in working with vulnerable individuals.
- Some experience with leadership and providing direction and organization to program operations
- Demonstrated experience providing individual support to clients who are homeless, living in poverty, dealing with mental health issues, addictions, and/or social isolation, abuse, sexual orientation, history in the criminal justice system, recent immigration, or who identify as LGBTQ2SA+, or have pets in their care.
- Ability to work with and support peer trainees, with a strong basis of knowledge on peer work and values
- Knowledge of shelter options within Toronto
- Able to incorporate principles of anti-oppression and equity in responding to the service needs of homeless women
- Extensive working knowledge of mental health issues and addictions, including demonstrated experience applying harm reduction approaches
- Demonstrated experience and ability to develop and maintain effective relationships with clients and partner agencies. Extensive knowledge of community-based resources and supports
- Literacy in Word, Windows, Excel, Outlook, and client database programs (SMIS and Pirouette)

What Sets You Apart:

- Experience working with homeless individuals
- Advanced decision making skills
- Client Focused and demonstrated ability to follow policies, procedures, and adhere to legislation
- Excellent communication skills

- Training in First Aid and Crisis Prevention Intervention
- Applied computer skills (MS word, excel, Outlook etc.)

Compensation and Benefits

- For the Warming Centre Support Worker, Fred Victor offers an hourly rate of \$23.20 per hour
- 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 to Leigh Hunter – ets@fredvictor.org with *Overnight Warming Centre Support Worker - Lead* 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 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.