

INTERNAL/EXTERNAL

Job Title: Peer Warming Centre Worker

Position Type: Relief, Non-Bargaining Unit, Contract

Number of Positions: 30

Rate: \$18.01 per hour

Hours: Days, Evenings and Weekend shifts

Supervisor: Senior Manager, Warming Centre

Posting Date: Monday October 31, 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.

Fred Victor Employment & Training Services provides front line job search information, resources, and services to persons experiencing barriers to employment through high quality, structured access to communication tools, workshops and individual assistance. Through peer work initiatives, ETS is committed to training, coaching, hiring, and supervising individuals with lived experience who are committed to working in the social service sector. The Peer Warming Centre Worker is responsible for working as part of an interdisciplinary team to supporting visitors to the Warming Centre at Metro Hall – 55 John Street. The position will conduct COVID-19 screenings, support with intake & assessments, ensure safe hygiene practices are observed, support with meal delivery, and make referrals to other warming centre locations or community supports as needed. The Peer Warming Centre Worker will work collaboratively with Warming Centre Support Workers, Security Staff, ETS staff, and designated management to help coordinate the safe and efficient running of the warming centre. Fred Victor recognizes the important work that service users do on a daily basis to support their peers with informal counselling and resource sharing, and provides a platform for individuals to utilize those skills in this Peer role.

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)

- Arrive on time to set up the center supplies and be operational by starting time
- Checking in with security upon arrival, arranging tables and cots, setting up screening and information tables, making sure measures to ensure physical distancing are in place, such as tape lines every two meters/six feet, retrieving supplies from storage, setting up of cots (only when requested) and putting up signs
- Screen all individuals entering site entrance(s) for symptoms based on the provided screening guidelines
- Support Warming Centre Support Workers with the processing of client intakes, transfers and support clients with daily needs
- Supporting with referrals to other bedded programs for warming centre visitors

- Support with coordination of meal service
- Act as on-call during extreme cold weather alerts, communicated by Fred Victor's Peer Program Lead
- Support visitors with referrals and ensuring visitors secure shelter in the event of warming centre closure
- Record client notes, intake forms, and discharge plans in accordance to The Toronto Shelter Standards and FVC's policies and procedures
- Monitoring capacity, and coordinating with staff to manage safe transportation to other warming centre sites for visitors when site is at full capacity
- Direct visitors to relevant on-site services – including food, harm reduction supplies, lockers, washrooms, cots
- Ensure all visitors entering the site follow precautionary measures
- Ensure COVID-19 health & safety measures are being adhered to
- Assisting visitors to access medical attention when required which may require calling 911
- 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
- Supporting with attention of extreme cold weather-related medical issues
- Closing the centers, disinfecting and clearing tables, ensuring supplies are back to the storage location, disinfecting cots, taking down signs and reporting to security upon leaving.
- Formal exchange of information at shift changes to ensure uninterrupted service
- Ensuring log sheets/data is transmitted to Fred Victor at the end of each shift
- Other duties as required

What You Bring to the Team (Qualifications)

- Graduate of a related community peer training program is considered an asset

What Sets You Apart

- Lived experience of homelessness, mental health, addictions, indigenous services, newcomer services, or social assistance is considered an asset
- Experience working with individuals who have experienced homelessness, poverty, mental health, and/or addiction issues preferred
- Ability to handle a wide range of responsibilities with minimal supervision
- Strong strategic planning and problem-solving skills
- Demonstrated ability to work cooperatively with a variety of staff and visitors
- Ability to interact with and communicate with a wide variety of people with diverse backgrounds
- Physically capable of performing the duties of the position and tasks including bending, turning, lifting, sitting for long periods of time
- Effective listening, interpersonal oral communications
- Trained in First Aid, CPR, CPI, Toronto Shelter Standards
- Ability to identify and respond to cold weather-related illness
- Adaptability and the ability to work in a fast-paced environment with changing work priorities
- Willingness to accommodate a flexible work schedule as on-call work is required, including evenings, weekends and holidays
- Willingness to work in an environment with service users' pets

Compensation and Benefits

- For the Peer Warming Centre Worker, Fred Victor offers an hourly rate of \$18.01
- 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 Jude Hammond, Training & Development Manager – ets@fredvictor.org with Peer Cooling Centre 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.