

## INTERNAL/EXTERNAL

<b>Job Title:</b>	24-Hour Services Shelter Worker, BUS
<b>Position Type:</b>	Bargaining Unit, Full-Time, Permanent
<b>Number of Positions:</b>	<b>3</b>
<b>Rate:</b>	\$26.52 per hour
<b>Vacation:</b>	4 weeks to start
<b>Benefits:</b>	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
<b>RRSP:</b>	RRSP with 6.5% employer contribution and 4% employee contribution after successful completion of probation
<b>Hours:</b>	37.5 Hours per week <b>Position #1: Monday to Friday, 8am - 4pm, required to work one weekend a month</b> <b>Position #2: Monday to Friday, 10am – 6pm, required to work one weekend a month</b> <b>Position #3: Monday to Friday, 3pm – 11pm; required to work one weekend a month</b>
<b>Supervisor:</b>	Senior Manager, Bethlehem United Shelter
<b>Posting Date:</b>	January 23, 2023
<b>Application Deadline:</b>	February 3, 2023
<b>Location:</b>	1161 Caledonia Road, 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 Bethlehem United Shelter is a 70-bed site for women, men and couples who are homeless and facing challenges such as living with severe mental health issues and dealing with substance use. Clients are allowed to have their pets while staying at the shelter.

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

We offer a (high-energy/learning/caring/supportive/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

- Administrative tasks such as answering the phone, processing client intakes and discharges, and tracking statistical information
- Record client notes, intake forms, and discharge plans in accordance to Toronto Shelter Standards and Fred Victor's policies and procedures
- Support the residents with daily needs such as, informal counseling, basic core case management services and medication documentation
- Do hourly room checks and building rounds
- Clean, launder and strip beds
- Complete stats as assigned by the Senior Manager
- Follow up in a timely manner with clients and other team members
- Clearly communicate with clients and other team members

- Work with clients who are living with a partner in the shelter
- Provide appropriate referrals, information and advocacy to other support services to assist clients to meet the goals outlined in their case plans
- Develop, facilitate and evaluate weekly Support Groups for shelter residents
- Use emergency building systems and follow fire procedures
- Meet monthly with the Shelter Supervisor for supervision
- Liaise and support external agency staff while they are onsite delivering support services to clients
- 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
- Crisis intervention and conflict resolution
- Work in accordance to the Ontario Occupational Health and Safety Act
- Participate in on-going evaluation, development and review of shelter programs, policies and procedures
- Work on organizational committees and participate in planning special events as negotiated with the Senior Manager
- Other duties as assigned

#### **What You Bring to the Team:**

- 2 years of experience in a shelter setting
- Educational background in social services or human services including continuing education aimed at deepening practice in working with vulnerable individuals
- Direct experience working from a client centered approach with chronically homeless adults who come from racially and ethnically diverse backgrounds, who 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, or have pets in their care
- Strong assessment, informal counseling, analytical, and group facilitation skills
- Highly developed ability to plan and prioritize work, while remaining adaptable and flexible
- Strong skills in crisis intervention and conflict resolution and be able to have sound problem solving and decision making skills
- Extensive knowledge of community-based resources for low-income people
- Ability to network with external agencies to meet client needs
- Ability to work productively within a team setting and also independently
- Ability to constructively give and receive feedback
- Ability and comfort to work in isolation with limited direct day-to-day supervision
- Strong organizational and administrative skills
- Highly developed written and oral communication skills
- Understanding of systems that cause and support homelessness, poverty and discrimination
- Knowledge of after-hours services in the GTA
- Literacy in Word, Excel, Outlook, SMIS and Pirouette
- Must have completed or in completion of the mandatory Toronto Shelter Standards certificate training
- Must have completed Naloxone Training, CPR/First Aid
- Strong assessment, informal counseling, analytical, and group facilitation skills
- Fluency in French is an asset
- Experience with nutrition and cooking an asset
- Non-violent crisis prevention and intervention certification is an asset

#### **What Sets You Apart** (List key qualities/abilities/competencies – some examples listed)

- Experience of working with homeless individuals
- Experience in working with people living with serious mental health/substance use issues
- Experience with crisis intervention and conflict resolution

- Well developed communication skills, both written and oral
- Literacy in Word, Excel, Outlook, Pirouette and SMIS

### **Compensation and Benefits**

- For the 24-Hour Services Shelter Worker position, Fred Victor offers 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 an email describing why you want to be part of the Fred Victor Team by February 3, 2023 to [ytamang@fredvictor.org](mailto:ytamang@fredvictor.org) with '**24-Hour Services Shelter Worker, BUS, position number (Example: 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.