

INTERNAL/EXTERNAL

Job Title: Housing Worker - Day

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 working every Monday to Friday – 8:30am to 4:30pm

Supervisor: Senior Manager of Kingston Rd Housing

Posting Date: January 20, 2023

Application Deadline: February 3, 2023

Location: 4626 Kingston Road, 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

- The focus of the position is to work with chronically homeless tenants to access and maintain their affordable housing.
- Encourage tenant participation in the development of short- and long-term goals, community development strategies, using a facilitative management approach to encourage tenants to reach their goals, maintain their housing and to take responsibility for their lives and for the safety and enjoyment of their housing.
- Provide a welcoming, friendly and professional Front Desk for Housing and keep the Housing Office open as often as possible. This includes but is not limited to answering the phones, fielding tenant questions and concerns, signing in guests, signing out keys, taking work orders, crisis intervention, assisting with tenant medication, giving notices to tenants and liaising with other workers and professionals.
- Utilize trauma informed community development, facilitative management, and conflict resolution approaches to facilitate supportive, co-operative living and support tenants to develop skills to live cooperatively in their accommodation.
- Provide intake, assessment and case management services, utilizing a client-centered, strength-based, harm reduction approach to clients
- Maintain a caseload of 5-8 lower need clients

- Deal with housing related issues such as; behaviors, social isolation, mental health, substance use, hygiene and others, by encouraging and supporting tenants to problem solve and to access community resources such as support agencies and other Fred Victor programs and services.
- Identify, intervene in and deescalate crisis situations and work with tenants to develop crisis management skills

What You Bring to the Team

- Strong understanding of systems that cause and support homelessness, poverty and discrimination and respect for those realities.
- Well-developed interpersonal skills that will produce effective, productive and appropriate relationships with the tenants, community, external agencies and staff at Fred Victor.
- 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 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 February 3, 2023 to mnazarova@fredvictor.org with "Day 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.