

## INTERNAL/EXTERNAL

<b>Job Title:</b>	24-Hour Services Shelter Worker (FT-C), Fatima House
<b>Position Type:</b>	Bargaining Unit, Full-Time, Contract for one year
<b>Number of Positions:</b>	1
<b>Rate:</b>	\$26.52 per hour
<b>Hours:</b>	37.5 hours per week, 3-11pm, Tuesday-Saturday
<b>Supervisor:</b>	Senior Manager, Fatima House
<b>Posting Date:</b>	March 10, 2023
<b>Application Deadline:</b>	March 21, 2023
<b>Location:</b>	1059 College 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.

Fatima House is a low barrier, trans-inclusive and welcoming space for women to reside and work towards permanent housing. Services will address immediate basic needs for food and sleep; personal needs for showers and laundry; social and recreation needs for sharing fun activities with other women; health needs such as primary care, addictions treatment and counselling; allied services such as income, legal problems, housing and safety. The provision of formal and informal programming, advocacy, informal counseling and support, information and referral are also an integral part of this service. Fatima House's service approach is based on principles of Housing-First, Harm-Reduction, recovery, low-barrier service, trauma informed, anti-oppression and welcoming and inclusive client-centered service delivery.

### 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:

- Process client intakes, transfers and support clients with daily needs
- Record client notes, intake forms, and discharge plans in accordance to Toronto Drop-in/Respite services Standards and FVC's policies and procedures.
- Serving meals; house keeping duties; cooking duties
- Implementing programming for service users
- Understanding and commitment to harm reduction practices and principles
- Distribution of harm reduction kits and stocking of harm reduction supplies
- 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 clients to meet the goals outlined in their case plans and housing
- Use emergency building systems and follow fire procedures.
- Lead 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

- 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/Senior 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:**

- Educational background in social services or human services including continuing education aimed at deepening practice in working with vulnerable individuals
- Knowledge of substance use and addictions, specifically injection drug use, through a combination of lived experience, work experience, and/or education/training
- Knowledge and prior work experience in the supportive housing and homelessness sector and understanding of the issues facing marginalized women living with impacts of poverty, mental illness and addiction issues
- Knowledge of community-based resources and services, and experience of supporting individuals to navigate the service system across multiple sectors such as housing, legal, income support, health and settlement
- Commitment to community development practices, including understanding that people living on a low income are a resource and have an important role in finding solutions to social challenges
- Experience working with chronically homeless individuals who come from a racially and ethnically diverse background, who experience health issues (both physical and mental); addictions; abuse; and social isolation
- An understanding of systems that cause and support homelessness, poverty and discrimination
- Understanding of strategies that promote asset development and empowerment
- Ability to develop effective and productive relationships with program participants, co-workers and external agencies including defining roles and implementing multi-disciplinary team practices
- Demonstrated ability to utilize sound judgment and solid problem-solving skills
- Possess strong skills in crisis intervention and conflict resolution and be able to have sound problem solving and decision making skills under pressure and be able to create and implement creative solutions.
- Strong communication skills, both written and oral
- Must be able to lift a minimum of 10 lbs.
- Possess strong skills in crisis intervention, and conflict resolution and have sound problem-solving and decision-making skills under pressure and be able to create and implement creative solutions
- Administrative and organizational skills including literacy in Word, Excel, Outlook, SMIS

#### **What Sets You Apart**

- Experience working with homeless individuals
- Awareness of and sensitivity to the health issues of a diverse community and experience working with disenfranchised populations
- Excellent communication skills
- Knowledgeable in resources, and supports available for individuals in the GTA
- Eager to learn
- Training in First Aid and Crisis Prevention Intervention
- Applied computer skills (MS Word, Excel, Outlook, SMIS)

#### **Compensation and Benefits**

- For the '24-Hour Services Shelter Worker' Fred Victor offers an hourly rate of \$26.52
- 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 **March 21, 2023** to [ytamang@fredvictor.org](mailto:ytamang@fredvictor.org) with “**24-Hour Services Shelter Worker (FT-C), Fatima House**” 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.