



Volunteer Position Title: Volunteer: Client Engagement Volunteer

Department: Housing Access and Support Services (HASS)

Commitment Requested: 6 months

Minimum Hours Per Week: 3 hours per week, 12 hours per month (minimum)

Estimated Shift Times: 3 hour shifts during 9am-5pm from Monday to Friday

Location: 800 Bay St (with travel to meet clients)

Fred Victor is a not-for-profit, multi-service community-based organization that has assisted people living on low incomes in Toronto for over 125 years. We work in partnership with individuals from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and/or social isolation to address their needs and hopes and advocate for a more equitable society. Please see our website at www.fredvictor.org. Fred Victor works with a highly diverse population of people and upholds the values of respect, choice, and inclusion.

Program / Position Summary:

Fred Victor's Housing Access and Support Services (HASS) workers act as a bridge between people who are experiencing homelessness and a network of affordable housing sites and landlords. They work with people in securing appropriate, affordable housing and will continue to offer support and guidance for at least one full year, so that the new tenants have the best possible chance of maintaining their new home. HASS workers provide intensive case management services to adults (16 and over) who may be experiencing difficulty in day-to-day living resulting from severe and persistent mental health challenges or mental health and substance use challenges. Clients may also experience challenges around issues related to poverty, legal issues, trauma, violence, language barriers, settlement issues, medical issues etc. The volunteers will provide support to the case managers by offering a range of support services including but not limited to accompaniment to appointments, and wellness check-ins or friendly visits (going for a coffee, walk, visit to a museum, etc).

Job Specifications

Responsibilities:

- Providing outreach and accompaniment to clients of HASS
- Assisting clients to connect with and develop formal and informal support networks
- Maintaining confidentiality as per "Personal Health Information Protection Act" (PHIPA) and FVC policy
- Working with the Case Manager to document case notes.

Qualifications and Skills:

- Experience in community mental health, professional or personal knowledge of the mental health system preferred
- Educational background, work experience or prior volunteer experience in mental health, social services or a related field preferred



- Excellent communication (verbal and written), interpersonal and engagement skills
- Strong organizational and administrative skills
- Ability to work independently and within a team environment and exercise mature judgment
- Strong understanding, analysis and commitment to social justice issues, equity, anti-racism, and anti-oppression practices
- A clear understanding of PHIPA and other relevant privacy legislation that is related to being a custodian of health information
- Computer literacy in Microsoft (Word, Excel, PowerPoint, Outlook)
- Ability to speak a second language is an asset
- 50 years of age or older
- Comfortable having therapeutic conversations with clients

Working Conditions:

- The Client Engagement Volunteer will work in a variety of environments including the office at 800 Bay St (which is shared with other employees), client meetings in the community, doctor's offices, Community Centre's, public spaces, or shelters.
- For the most part the clients you will be working with will be stable and housed and will have been working with a case manager for quite some time. However, due to the nature of our client population you may be in contact with individuals who are in crisis, who may be ill, using substances and/or not attentive to personal health and safety for themselves.

Disclaimer:

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the volunteer. Volunteers may be asked to perform some, or all of these duties based on readiness and training.

How to Apply:

If you are interested in this role, please send an email describing your interest along with your resume to volunteer@fredvictor.org and quote the position title in your email.

Additional Information:

To volunteer with us, you must be at least 18 years of age.

Proof of Covid-19 Vaccinations and a Police Record Check are required by the final candidate(s) prior to volunteering. Fred Victor covers the cost of the Police Records Check.

Volunteers at Fred Victor are taken through an onboarding process that includes: an interview, background check process, orientation, and training.



Volunteers will receive training on the role of volunteers, mental illness, trauma informed practice, risk assessment, harm reduction, Cultural Competence, stigma and language, de-escalation, boundaries, etc. The Case Manager connected to the client will provide on-going support and direction to the Client Engagement Volunteers. The Senior Manager will provide additional support when needed.

Thank you for your interest in volunteering at Fred Victor!

We strive to foster a workplace that reflects the diversity of the community we serve and welcome applications from all qualified candidates; however, only those selected for an interview will be contacted.

Fred Victor is also committed to developing an inclusive, barrier-free selection process and work environment. If contacted, please advise the Volunteer Program staff if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.