

## INTERNAL/EXTERNAL

<b>Job Title:</b>	24-Hour Services Shelter Worker with Case Management Duties, Women's 24-Hour Drop-In
<b>Position Type:</b>	Bargaining Unit, Full Time, Contract (6 months)
<b>Number of Positions:</b>	2
<b>Rate:</b>	\$26.52 per hour
<b>Vacation:</b>	7% Vacation Pay
<b>Hours:</b>	37.5 hours per week
	<b>Position #1:</b> Sunday-Thursday or Tuesday-Saturday, 10:00am – 6:00pm
	<b>Position #2:</b> Sunday-Thursday or Tuesday-Saturday, 12:00pm – 8:00pm
<b>Supervisor:</b>	Senior Manager, Women's 24-Hour Drop-In
<b>Posting Date:</b>	May 24, 2023
<b>Application Deadline:</b>	June 5, 2023
<b>Location:</b>	67 Adelaide Street East, Toronto, ON, M5C 1K6

### 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.

The **Women's 24-Hour Drop-In** is a low barrier, trans-inclusive and welcoming space for women to come and meet service providers, peer support workers and other women with similar lived experience. Services will address 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.

The Women's Drop-In service approach is based on principles of harm reduction, recovery, low barrier service, trauma informed, anti-oppression and welcoming and inclusive service delivery.

### 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:

- Provide case planning services, utilizing a client-centered, anti-oppression, harm reduction and trauma informed approach to users of service to help them stabilize their lives, set and achieve personal goals, address barriers to permanent housing.
- Make appropriate referrals, provide information and advocate with support services to assist clients with meeting their personal goals and needs.
- Identify, intervene, and effectively deal with crisis and conflict situations and deal with emergency situations as they arise.
- Work productively within the team to ensure a successful program delivery. This includes attending and participating in monthly mandatory team meetings, as well as monthly supervision meetings and case management meetings.

- Provide training and support to new staff, volunteers and students.
- Develop and maintain accurate and confidential user of service record keeping systems in accordance with SMIS privacy guidelines, City of Toronto Respite Standards and Fred Victor policies and procedures.
- Provide front-line support to the drop in including programming.
- Promote the values, vision, and mission of Fred Victor.

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

- Degree/diploma in Social Work, Social Sciences, or related area.
- At least three years of experience working with marginalized women facing mental health issues, substance use who are chronically homeless, socially isolated and living in poverty.
- Experience with initiating, developing, and providing one-on-one case planning services to a large caseload of individual users of service. This includes assessment, selection and implementation of a case plan, informal counseling, advocacy, contracting, and goal setting, information & referral, reassessment and evaluation and disengagement.
- Extensive working knowledge of mental health issues and substance use, including demonstrated experience applying harm reduction approaches.
- Knowledge and understanding of major mental health diagnosis as outlined in the DSM V.
- Strong counselling, advocacy, crisis intervention and prevention, conflict resolution and negotiation skills.
- Knowledge of housing options within Toronto (private and non-profit), resources and relevant legislation.
- Able to incorporate principles of anti-oppression and equity in responding to the service needs of homeless women.
- Demonstrated abilities to manage crisis situations.
- Demonstrated experience and ability to develop and maintain effective relationships with clients and partner agencies.
- Extensive knowledge of community- based resources and supports.
- Demonstrated ability to plan, prioritize work and remain adaptable and flexible.
- Demonstrated ability to complete administrative duties and tasks in a timely manner including case notes and statistical information.
- Computer literacy in Word, Internet use, and Databases including SMIS and Pirouette.

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

- Experience working with homeless individuals.
- Case management experience.
- Effective problem solving and decision-making skills.
- Excellent written, interpersonal, and oral communication skills.
- Excellent documentation skills.
- Highly developed ability to work and function within a team setting.

#### **Compensation and Benefits**

- For the 24-Hour Services Shelter Worker with Case Management Duties, Fred Victor offers an hourly rate of \$26.52
- 7% vacation pay
- 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 **June 5, 2023** to [ytamang@fredvictor.org](mailto:ytamang@fredvictor.org) with **'24-Hour Services Shelter Worker with Case Management Duties, WDI, Position #...** (please indicate the position#) ' 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.