

## INTERNAL/EXTERNAL

<b>Job Title:</b>	24-Hour Services Overnight Shift Leader, Bethlehem United Shelter
<b>Position Type:</b>	Non-Bargaining Unit, Permanent, Full-Time
<b>Number of Positions:</b>	1
<b>Rate:</b>	\$30.07 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; Monday-Friday, 11pm-7am
<b>Supervisor:</b>	Senior Manager, Bethlehem United Shelter
<b>Posting Date:</b>	September 19, 2023
<b>Application Deadline:</b>	October 2, 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 supportive and 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 consistency and continuity of service provision.
- Bridge the communication between weekday staff and weekend staff.
- Administrative tasks and tracking statistical information.
- Follow Toronto Shelter Standards, FVC's policies and procedures and the Collective Agreement.
- Clearly and professionally communicate with clients and other team members.
- Use emergency building systems and follow fire procedures.
- Attend regular FV management, staff and teambuilding meetings.
- Attend supervision meetings as required with the Senior Manager.
- Liaise and collaborate with other community agencies to provide the best possible service to FV 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.
- Deal with crisis intervention and conflict situations in an effective manner.
- Work in accordance with the Ontario Occupational Health and Safety Act.
- Participate in on-going evaluation, development and review of shelter programs and Policy and Procedures.

- Other duties as assigned by the Senior Manager.

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

- 3 years of experience in a shelter setting.
- 2 years of leadership/supervisory experience.
- Ability to exercise superior knowledge of de-escalation and crisis intervention methods & tactics.
- Ability to function in stressful environments and under pressure Proven leadership and supervision skills.
- Demonstrates a high level of conflict resolution and problem solving capabilities.
- Experience with facilitating decision-making in complex situations.
- Proven ability to constructively give and receive feedback.
- Highly developed ability to prioritize work through short and long-term goals while remaining flexible.
- Experience handling confidential information.
- Direct experience working from a client-centered approach with chronically homeless adults who come from a racially and ethnically diverse background, who experience barriers to services due to physical and mental health, substance use, social isolation, abuse, sexual orientation, history in the criminal justice system or recent immigration.
- Strong assessment, informal counseling, analytical, and group facilitation skills and a highly developed ability to plan and prioritize work, while remaining adaptable and flexible.
- Extensive knowledge of community-based resources for homeless and/or low income people.
- Ability to work productively within a team setting and also independently with minimal supervision.
- Recruit, hire, train, supervise and coach staff following FV HR policy and procedures.
- Well-developed interpersonal skills that will produce effective and productive relationships with the co-workers, residents, community, external agencies and staff of FVC.
- Strong organizational and administrative skills.
- Highly developed written and oral communication skills.
- Knowledge of after-hours services in the GTA.
- Proficiency in Microsoft Office suite, Teams, Outlook, Pirouette and SMIS.
- Ability to work in a fast-paced environment with changing work priorities.
- Excellent attendance record, adaptability, reliability and a strong work ethic

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

- Experience of working with homeless individuals.
- Experience in working with people living with serious mental health/substance use issues.
- Superior knowledge of de-escalation and crisis intervention methods and tactics.
- High level of conflict resolution and problem solving skills.
- Well developed communication skills, both written and oral.
- Strong administrative skills and experience.
- Proficiency in Word, Excel, Outlook, Teams, Pirouette and SMIS.

#### **Compensation and Benefits:**

- For the 24-Hour Services Overnight Shift Leader, BUS, Fred Victor offers hourly rate of \$30.07
- 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 **October 2, 2023** to [24-HRServices@fredvictor.org](mailto:24-HRServices@fredvictor.org) with '24-Hour Services Overnight Shift Leader, BUS' 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.