

## INTERNAL/EXTERNAL

<b>Job Title:</b>	24-Hour Services Peer Support Worker – Harm Reduction
<b>Position Type:</b>	Non-Bargaining Unit, Full-Time, Contract (6 months)
<b>Number of Positions:</b>	1
<b>Rate:</b>	\$18.01 per hour
<b>Vacation:</b>	7% Vacation Pay
<b>Hours:</b>	37.5 hours per week; Sunday-Thursday or Tuesday-Saturday, 9:00am-5:00pm
<b>Supervisor:</b>	Senior Manager, Women’s 24-Hour Drop-In
<b>Posting Date:</b>	September 18, 2023
<b>Application Deadline:</b>	September 27, 2023
<b>Location:</b>	67 Adelaide Street East, 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.

The 24-Hour Women’s 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 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:

- Work productively within a team to ensure the smooth day-to-day operations of Fred Victor services.
- Provide services in accordance with Fred Victor’s policies and procedures, including policies around professional boundaries, confidentiality, health and safety and the staff code of conduct.
- Provide appropriate referrals, information, and advocacy to other support services, both internally and to external organizations
- Build and maintain respectful working relationships with community members and external partner agencies.
- Identify, intervene, and effectively deal with crisis and conflict situations. Deal with emergency situations as they arise.
- Encourage the participation and involvement of Fred Victor community members, tenants, and service users.
- Support service users in meeting individual goals
- Provide harm reduction referrals and general support to clients.
- Perform administrative tasks such as answering phones, tracking statistics, writing notices, other documentations as required, etc.

- Observe work related requirements such as punctuality, attending staff meetings, meeting deadlines, and working with or without direct support.
- Other duties as assigned by Supervisor or management team.

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

- Personal experience of homelessness and/or poverty and use of support services
- A genuine commitment to working in the social service sector.
- A willingness to learn and develop new skills.
- The ability to work productively within a team setting with ability to constructively give, receive and respond to feedback.
- An interest in or 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.
- The ability to develop effective and productive relationships with community members, co-workers and external agencies.
- The ability to focus on another's needs and listen attentively.
- A commitment to community development practices with knowledge of community-based resources and services
- Problem-solving skills with an understanding of conflict resolution and de-escalation skills.
- Strong communication skills, both written and oral
- Administrative and organizational skills, including an understanding of Microsoft programming such as Word, Excel, and Outlook
- An understanding of the importance of professional boundaries
- An understanding of systems that cause and support homelessness, poverty and discrimination.
- Strong understanding that people living on a low income are a resource and have an important role in finding solutions to social challenges.

### **What Sets You Apart**

- Ability to work from a trauma informed, client-centered, harm reduction, and housing first approach.
- Demonstrated ability to follow policies, procedures.
- Ability to exercise good judgment.
- Applied computer skills (Microsoft Word, Excel, and Outlook)
- Good communications skills
- Ability to work in a team.

### **Compensation and Benefits**

- For the '24-Hour Services Peer Support Worker – Harm Reduction' Fred Victor offers an hourly rate of \$18.01.
- 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 **September 27, 2023** to [24-HRServices@fredvictor.org](mailto:24-HRServices@fredvictor.org) with '**24-Hour Services Peer Support Worker – Harm Reduction**' 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.