

INTERNAL/EXTERNAL

Job Title:	24-Hour Services Shelter Worker, 24-Hour Respite
Position Type:	Bargaining Unit, Full-Time, Permanent
Number of Positions:	1
Rate:	\$26.52 per hour
Vacation:	4 weeks to start
Benefits:	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
RRSP:	RRSP with 6.5% employer contribution and 4% employee contribution after successful completion of probation
Hours:	37.5 hours per week; Sunday – Thursday, 8:00am – 4:00pm
Supervisor:	Senior Manager, 24-Hour Respite
Posting Date:	September 8, 2023
Application Deadline:	September 19, 2023
Location:	701 Fleet 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.

Fred Victor 24-Hour Respite Program was specifically designed to provide shelter and support for chronically homeless women, men, couples and pets many labeled as “hard to serve” and having difficulty maintaining shelter elsewhere.

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:

- Administrative tasks such as answering the phone, processing client intakes and discharges, and tracking statistical information.
- Record client notes, intake forms, and discharge plans in accordance to Toronto Shelter Standards and Fred Victor’s policies and procedures.
- Support the residents with daily needs.
- Complete hourly wellness-checks, monitor wellness in bathrooms, and facility site walk arounds.
- Complete stats as assigned by the shelter manager.
- Follow up in a timely manner with clients and other team members.
- Clearly communicate with clients and other team members.
- Work with clients who have pets at the shelter with them.
- Work with clients who are living with a partner in the shelter.
- Provide appropriate referrals, information and advocacy to other support services to assist clients to meet the goals outlined in their case plans.
- Develop, facilitate and evaluate weekly Support Groups for shelter residents.
- Use emergency building systems and follow fire procedures.

- Meet monthly with the Shelter Manager for supervision.
- Liaise 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.
- Crisis intervention and conflict resolution.
- 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.
- Work on organizational committees and participate in planning special events as negotiated with the Program Manager.
- Other duties as assigned by the Shelter Manager.

What You Bring to the Team:

- 2 years' experience in a shelter setting.
- 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, recent immigration, or who are transsexual, or have pets in their care.
- Position requires strong written, interpersonal, and oral communication skills; strong assessment, informal counseling, analytical, and group facilitation skills; and a highly developed ability to plan and prioritize work, while remaining adaptable and flexible.
- 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.
- Extensive knowledge of community-based resources for low income people.
- Ability to network with external agency staff who are on site to meet client needs.
- Ability to work productively within a team setting and also independently.
- Must have ability to constructively give and receive feedback.
- Ability and comfort to work in isolation with limited direct day-to-day supervision.
- Well-developed interpersonal skills that will produce effective and productive relationships with the residents, community, external agencies and staff of FVC.
- Strong organizational and administrative skills.
- Highly developed written and oral communication skill.
- Strong understanding of systems that cause and support homelessness, poverty and discrimination.
- Understanding that people living on low income are a resource to resolve community issues and not the cause of the problem.
- Knowledge of after-hours services in the GTA.
- Administrative and organizational skills including literacy in Word, Excel, Outlook, Windows, SMIS and Piroutte.

What Sets You Apart:

- Experience working with homeless individuals.
- Client Focused and demonstrated ability to follow policies, procedures, and adhere to legislation.
- Excellent communication skills.
- Training in First Aid and Crisis Prevention Intervention.
- Applied computer skills (Microsoft Word, Excel, Outlook etc.)

Compensation and Benefits

- For the **24-Hour Services Shelter Worker, 24-Hour Respite**, Fred Victor offers \$26.52 per hour
- 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 **September 19, 2023** to 24-HRServices@fredvictor.org with ' **24-Hour Services Shelter Worker, 24-Hour Respite (FT-P)**' 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.