

## INTERNAL/EXTERNAL

<b>Job Title:</b>	24-Hour Services Shelter Worker – Case Manager, Transition to Housing (T2H)
<b>Position Type:</b>	Bargaining Unit, Full-Time, Permanent
<b>Number of Positions:</b>	1
<b>Rate:</b>	\$26.52 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; Mon-Fri, 4pm-12am, and Occasional Weekends and Evenings as requested by the Senior Manager
<b>Supervisor:</b>	Senior Manager, Transition to Housing
<b>Posting Date:</b>	September 15, 2023
<b>Application Deadline:</b>	September 27, 2023

### Why Fred Victor?

For over 125 years, Fred Victor (FV) 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 FV Transition to Housing (T2H) Program is a 37-bed program for homeless women and transgender people who are 18+, staying at an Emergency Shelter and motivated to move on to permanent housing, within 12-month, with the support from FV T2H staff. This program welcomes pets. Anyone interested in the program will be referred by an Emergency Shelter Case Manager from the sector. The goal of the program is to assist clients with securing permanent housing.

### 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:

- Intensive case management (sustainable housing focused) with 37 residents that includes completing Service Triage, Assessment, and Referral Support (STARS) assessment with a team effort.
- Provide follow-up support to previous residents for up to 12 months, as needed, after they are housed.
- Assist clients with housing inquiries, searches, bookings, and furniture bank appointments.
- Ensure all necessary documents are available on Shelter Management Information System (SMIS) to apply for Access to Housing, Rapid Rehousing, Priority Access to Housing and Support (PATHS), & private market housing.
- Assist clients to apply for Canada-Ontario Housing Benefit (COHB) applications and other housing allowance programs.
- Build connections with landlords and connect with eviction prevention programs in the City of Toronto
- Accompany residents to view apartments, lease signing and support with move-ins.

- Assist clients to apply for Coordinated Access to Housing and Support.
- Provide mental health and addictions support to residents and liaise residents with community resources as needed.
- Record client notes, intake forms, and discharge plans in accordance with Toronto Shelter Standards, T2H services Standards and FVC's policies and procedures.
- Provide appropriate referrals, information, and advocacy to other support services to assist residents to meet the goals outlined in their case/care plans.
- Collect data, including residents' demographics, service statistics, and goal achievement.
- Implement harm reduction following harm reduction principles and client-centered recovery philosophy.
- Work with the T2H Harm Reduction Committee members to explore, support, and create opportunities for harm reduction programming and services.
- Ensure safe disposal of used harm reduction equipment in accordance with established protocols and provide overdose prevention, education, and support.
- Implement trauma informed practices by ensuring the physical safety of residents and awareness of potential triggers to avoid re-traumatization.
- Use a strengths-based approach, focused on skills building to further develop resiliency.
- Report all accidents, injuries, and occurrences in writing as requested.
- Supports the T2H team with daily tasks as requested.
- Other duties as requested by the Management Team.

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

- Degree or Diploma in Social Services and/or equivalent work experience.
- A minimum of 2-3 years of experience providing housing, mental health, and addictions case management support services.
- Well-developed conflict resolution and negotiation skills and crisis management skills.
- Well-developed interpersonal skills that will produce effective, productive and appropriate relationships with the tenants, community, external agencies and staff at Fred Victor.
- Proven ability to constructively give and receive feedback.
- Experience within the homeless and/or residential services sector, with an emphasis on providing support through a recovery and strength-based approach.
- Knowledge of Ontario Residential Tenancies Act, SMIS, Service Triage, Assessment, and Referral Support (STARS) Assessment, COHB, Access to Housing/RentCafe/Choice-based cycle, Coordinated Access to Housing & Supports, Priority Access to Housing and Support (PATHS), and housing resources
- Proven experience, ability and skills providing intensive case management services and life skills programming to clients using a client-centered, anti-oppressive and harm reduction framework (The Ten Point Plan by the Toronto Public Health).
- An understanding of the functions of Case Management, including STARS assessment, service planning, skills teaching, referrals, and monitoring following Toronto Shelter Standards
- Knowledge of psychosocial rehabilitation, recovery principles and trauma-informed care

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

- Strong counseling, advocacy, life skills, crisis intervention and prevention, conflict resolution and negotiation skills.
- Possess strong skills in crisis intervention and conflict resolution.
- Strong problem solving and decision-making skills.
- Well-developed interpersonal skills that will produce effective, productive and appropriate relationships with the clients, community, external agencies and staff at Fred Victor.
- Strong understanding and commitment to social justice, anti-racism and anti-discrimination practices.
- Excellent written, interpersonal, and oral communication skills.
- Training in Shelter Standards, First Aid, CPR, CPI, Customer Service, Harm Reduction, Trauma Informed Service an asset.

- Administrative and organizational skills including literacy in Word, Excel, Outlook, Windows, Pirouette, SMIS and Arcori (asset).

#### **WORKING CONDITIONS:**

- All employees must expect to be in potentially threatening situations.
- This is stressful and emotionally challenging work that deals with vicarious trauma, grief and compassion fatigue on a regular basis
- Required to travel to Fred Victor's program and administration locations
- Travel will be by public transportation, unless approved to use personal vehicle
- Must be willing to work with pets as many tenants have pets
- As T2H is a 24-hour facility, may be required in an emergency to cover shifts in sick, relief and emergency situations, including overnight, evening and weekend shifts
- Constant exposure to the potential of unpredictable behaviours and situations
- Occasionally required to deal with bodily fluids
- Regular exposure to unpleasant odours
- Travel between various Housing and Administrative locations by TTC
- Regular exposure to pests including bed bugs, cockroaches and mice
- Occasional exposure to inclement weather
- Physical demands: will require climbing stairs and must be able to lift 10lbs
- May be exposed to 2<sup>nd</sup> hand smoke

#### **Compensation and Benefits**

- For the **24-Hour Services Shelter Worker-Case Manager** Fred Victor offers an hourly rate of \$26.52
- 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 27, 2023** to [24-HRServices@fredvictor.org](mailto:24-HRServices@fredvictor.org) with '**24-Hour Services Shelter Worker-Case Manager, T2H**' 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.

