

INTERNAL/EXTERNAL

Job Title:	24-Hour Services Shelter Worker, Women's 24-Hour Drop-In
Position Type:	Bargaining Unit, Full-Time, Contract (6 months)
Number of Positions:	4
Rate:	\$26.52 per hour
Vacation:	7% Vacation Pay
Hours:	37.5 hours per week Position #1: Sunday-Thursday or Tuesday-Saturday, 7:30am-3:30pm (2 Positions) Position #2: <u>Week 1</u> – Monday, Tuesday, Wednesday, and Saturday <u>Week 2</u> - Sunday, Thursday, Friday, 7:30pm/8:00pm-7:30am Position #3: Sunday-Thursday, 11:30pm-7:30am
Supervisor:	Senior Manager, Women's 24-Hour Drop-In
Posting Date:	September 18, 2023
Application Deadline:	September 27, 2023
Location:	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 **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 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:

- Process client intakes, transfers, and support clients with daily needs
- Record client notes, intake forms, and discharge plans in accordance with Toronto Drop-in/Respite services Standards and FVC's policies and procedures.
- Serving meals; light house-keeping duties; light cooking duties
- Implementing programming for service users
- Distribution of harm reduction kits
- Perform safety checks and building rounds.
- Responsible for resolving client's complaints when appropriate, including timely follow up.

- Provide appropriate referrals, information, and advocacy to other support services to assist clients to meet the goals outlined in their case plans.
- Use emergency building systems and follow fire procedures.
- Lead 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
- Work in accordance with the Ontario Occupational Health and Safety Act
- Identify, intervene, and effectively deal with crisis and conflict situations.
- Deal with emergency situations as they arise.
- Perform administrative tasks such as communications, reports, information management of service statistics and client information as required.
- Participate in regular meetings and evaluations with Program Manager/Senior Manager
- Observe work related requirements such as punctuality, attending staff meetings, meeting deadlines, and working with or without direct support.
- Attend regular staff meetings.
- Other duties as required.

What You Bring to the Team:

- Educational background in social services or human services including continuing education aimed at deepening practice in working with vulnerable individuals.
- Knowledge and prior work experience in the supportive housing and homelessness sector and understanding of the issues facing marginalized women living with impacts of poverty, mental illness, and addiction issues.
- Knowledge of community-based resources and services, and experience of supporting individuals to navigate the service system across multiple sectors such as housing, legal, income support, health, and settlement.
- Commitment to community development practices, including understanding that people living on a low income are a resource and have an important role in finding solutions to social challenges.
- 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.
- An understanding of systems that cause and support homelessness, poverty, and discrimination.
- Understanding of strategies that promote asset development and empowerment.
- Ability to develop effective and productive relationships with program participants, co-workers and external agencies including defining roles and implementing multi-disciplinary team practices.
- Demonstrated ability to utilize sound judgment and solid problem-solving skills.
- Strong communication skills, both written and oral
- Possess strong skills in crisis intervention, and conflict resolution and have sound problem solving and decision-making skills under pressure and be able to create and implement creative solutions.
- Administrative and organizational skills including literacy in Word, Excel, Outlook, Windows, SMIS

What Sets You Apart:

- Experience working with homeless individuals.
- Client Centered approach.
- Lived Experience
- Demonstrated ability to follow policies, procedures, and adhere to legislation.
- Excellent communication skills
- Applied computer skills (Microsoft Word, Excel, and Internet)

Compensation and Benefits:

- For the 24-Hour Services Shelter Worker positions, 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 **September 27, 2023** to 24-HRServices@fredvictor.org with '**24-Hour Services Shelter Worker, WDI, position number #...** (*please indicate 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.