

## INTERNAL/EXTERNAL

<b>Job Title:</b>	24-Hour Services Housing Worker, 24-Hour Respite
<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 per week; Tuesday - Saturday, 11:00am – 7:00pm
<b>Supervisor:</b>	Senior Manager, 24-Hour Respite
<b>Posting Date:</b>	September 13, 2023
<b>Application Deadline:</b>	September 22, 2023
<b>Location:</b>	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:

- Provide case planning services, utilizing a client-centered, anti-oppression, harm reduction approach to users of service to help them stabilize their lives, set and achieve personal goals, address barriers to permanent housing and to successfully move from shelter services to permanent housing.
- Work in partnership with not-for-profit housing providers, private landlords and other community/government agencies to provide one-to-one practical support and case management in order for clients to find and maintain permanent housing.
- Outreach and client support may require working early mornings and/or evening hours; therefore, flexibility in work hours is required. The position requires the use of public transportation when accompanying clients to appointments and possibly the use of stairs during appointments and/or home visits.
- Make appropriate referrals, provide information and advocate with support services to assist clients with meeting their personal goals and needs.
- Identify, intervene and effectively deal with crisis and conflict situations and deal with emergency situations as they arise.
- Provide front-line support to the other Hostel Support staff when needed.

- Work productively within the team to ensure a successful program delivery. This includes attending and participating in mandatory team meetings, team building and team activities.
- Develop and maintain accurate and confidential user of service record keeping systems in accordance with SMIS privacy guidelines, City of Toronto Respite/Shelter Standards and Fred Victor policies and procedures.
- Reporting and maintaining accurate daily client logs, database, case notes, and all statistical information and reports to an acceptable prescribed standard, including using Pirouette to enter notes.
- Liaise and engage regularly with Respite Staff to assist in developing housing plans and communicating housing plans with staff teams.
- Communicate and demonstrate appropriate professional boundaries with service users, staff, and community partners and abide by all Fred Victor Centre's policies and procedures e.g. Anti-Harassment and Discrimination, Staff Code of Conduct, and the Ontario Occupational Health and Safety Act.

#### **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.
- Demonstrated experience providing case management and individual support to men and women who are homeless, living in poverty, dealing with mental health issues, addictions, and/or social isolation, abuse, sexual orientation, history in the criminal justice system, recent immigration, or who identify as LGBTQ2SA+, or have pets in their care.
- Knowledge of housing options within Toronto (private and non-profit), resources and relevant legislation.
- Able to incorporate principles of anti-oppression and equity in responding to the service needs of homeless women.
- Extensive working knowledge of mental health issues and addictions, including demonstrated experience applying harm reduction approaches.
- Demonstrated experience and ability to develop and maintain effective relationships with clients and partner agencies. Extensive knowledge of community-based resources and supports.
- Literacy in Word, Windows, Excel, Outlook, and client database programs (SMIS and Pirouette).

#### **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 Housing 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 22, 2023** to [24-HRServices@fredvictor.org](mailto:24-HRServices@fredvictor.org) with ' **24-Hour Services Housing 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.