

INTERNAL/EXTERNAL

Job Title:	Supervisor, Warming Centre (Weekends)
Position Type:	Non-Bargaining Unit, Part-Time, Contract (November 15, 2023 to April 15, 2024)
Number of Positions:	1
Rate:	\$30.07 per hour
Vacation:	7% Vacation Pay
Hours:	22 hours per week (Saturday and Sunday; 12 hour shifts)
Supervisor:	Senior Manager, Warming Centre
Posting Date:	October 23, 2023
Application Deadline:	Until filled
Location:	75 Elizabeth St, Toronto, ON

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 Warming Centre will operate during Extreme Cold Weather alerts from November 15, 2023 to April 15, 2024. Serving approximately 64 clients plus pets, the centre will act as emergency shelter during the cold weather period. Services will address immediate basic needs for food, sleep, community referrals and harm reduction services. The Supervisor will support with all relevant tasks relating to intake, client-support, service delivery, crisis intervention, and referrals during the shift.

The Supervisor will play a crucial role in monitoring the program space when program management is off-site and contacting on-call management in the event of crisis. The position is responsible to provide guidance and mentorship for peer trainees for day-to-day tasks and communicate with Senior Management and Supervisors. The Supervisor will collaborate with warming centre staff, and designate management staff to ensure the safe and efficient operations of the warming centre. The Warming Centre is a 24-hour facility.

The position requires a commitment and adherence to the vision, values, and goals of Fred Victor as expressed in the mission and strategic plan of the organization.

Does this sound like work you want to be a part of?

We offer a 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 direct supervision to staff of Warming Centre, including peers and warming centre support staff.
- Support the staff in ensuring adherence to all Fred Victor Policies, Procedures and Occupational Health and Safety Standards.
- Some experience with leadership and providing direction and organization to program operations.
- Demonstrated experience providing individual support to clients 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.
- Ability to work with and support peer trainees, with a strong basis of knowledge on peer work and values.
- Knowledge of shelter options within Toronto.

- Able to incorporate principles of anti-oppression and equity in responding to the service needs of homeless women.
- Effectively manage/resolve service user concerns and complaints in conjunction with staff.
- Perform administrative tasks such as, reports, service restriction documentation, information management of service statistics, and client information as required.
- 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 You Bring to the Team:

- Minimum of two years of supervisory/managerial experience, preferably within the not-for-profit sector and unionized environment.
- At least 3 years of employment experience working in shelter programs and knowledge of anti-oppression and harm reduction strategies.
- Substantial experience with direct supervision, coaching and mentoring of staff teams in the homeless sector.

What Sets You Apart:

- Experienced with utilizing a participatory management and collaborative decision-making approach and style.
- Demonstrated skills in leading, motivation, supervising and developing staff teams.
- Knowledge of drug use, specifically injection drug use, through a combination of lived experience, work experience, and/or education/training.
- Experience working with people who reflect our priority client population – people living in poverty, racialized populations, Indigenous peoples, women who engage in sex work, prisoners/ex-prisoners, people with mental health challenges, and people who have experienced trauma.
- Demonstrated understanding of the social determinates of health and their impact on each individual and community.
- Demonstrated ability to follow policies, procedures, and adhere to legislation.
- Understanding of clinical practices and care models.
- Strong oral and written communication skills, with ability to actively and accurately listen.
- Well-developed interpersonal skills; open, non-judgmental, and willing to learn.
- Experience and willingness to give and receive constructive feedback.
- Ability to work both independently and collaboratively with others.
- Ability to de-escalate conflicts, and confidence in asserting and maintaining strong boundaries.
- Experience with overdose prevention and overdose response.
- Strong professional judgement. Self-directed and demonstrated ability to think quickly and problem solve.
- Experience intervening in overdoses and/or training, including Naloxone administration, considered an asset.
- Proficient with computer technology and various software applications.
- Respect for and valuing of the diversity of communities and individuals.
- CPR certification with HCP or BLS standing.
- Ability to work flexible hours, weekends, and statutory holidays as required.

Compensation and Benefits:

- For the **Warming Centre Supervisor** position, Fred Victor offers an hourly rate of \$30.07
- 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 to warmingcentrehiring@fredvictor.org with '**Part-Time Warming Centre Supervisor**' 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.