

INTERNAL/EXTERNAL

Job Title:	Manager, 24-Hour Services Winter Respite program
Position Type:	Non-Bargaining Unit, Full-Time, Contract (6 months with possibility of extension)
Number of Positions:	Various
Salary:	\$62,731 - \$69,244
Vacation:	7% Vacation Pay
Benefits:	Dental, Extended Health (100% Employer Paid Premium), float day, paid sick leave for contracts 6 months and longer
Hours:	37.5 hour per week; various days and shifts including weekends
Supervisor:	Senior Manager/Director/Associate Director, 24 Hour Services
Posting Date:	November 15, 2023
Application Deadline:	November 24, 2023
Location:	195 Princess Blvd., 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.

24-Hour Services includes emergency and transitional shelters, Women's 24-HR Drop In, Respite and the Edward Hotel Temporary Shelter programs. These emergency services provide specialized supports for homeless women, men and couples who face barriers due to mental health issues, substance use, social isolation, immigration status, unemployment/underemployment challenges and history with the criminal justice system.

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

We offer a caring and supportive 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:

- Manage the day-to-day operations by planning, developing, and implementing programs and services consistent with the City of Toronto expectations and the philosophy and principles of Fred Victor.
- Monitor and manage budget and expenses.
- Train, supervise, performance manage and support a diverse staff team, which functions effectively to meet the program goals and complies with Fred Victor HR policy and procedures.
- Build and maintain respectful working relationships with external partner agencies.
- Perform administrative tasks such as, reports, information management of service statistics, and client information as required.
- Develop, implement, and monitor systems and processes to support the daily operations and flow of information.
- Effectively manage/resolve client concerns and complaints in conjunction with staff.
- Participate and lead regular staff meetings.
- Participate in the after-hours Emergency On-call rotation.
- Ensure the health and safety of everyone at the program including risk management and emergency planning
- Other duties as may be assigned by the Senior Manager

What You Bring to the Team:

- Minimum 2 years supervisory/managerial experience preferably in a not-for-profit setting.
- Knowledge and prior work experience in the supportive housing and homelessness sector and understanding of the issues facing marginalized people living with the impacts of poverty, mental illness, and addiction issues.
- Experience with enhanced case management and housing services.
- Demonstrated skills in leading, motivating, supervising, and developing staff teams.
- Demonstrated skills and experience in client advocacy, crisis intervention and prevention, conflict resolution and negotiation skills.
- Strong communication skills, both written and oral.
- Demonstrated knowledge, experience, and commitment to working from a Harm Reduction, Anti-Oppression and Client Centered framework.
- Administrative and organizational skills, including an understanding of Microsoft programming such as Word, Excel and Outlook.

What Sets You Apart:

- 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 or recent immigration.
- Experience of managing/supervising staff.
- Highly developed ability to plan and prioritize work, while remaining adaptable and flexible.
- Well-developed interpersonal and communication skills.
- Experience with crisis intervention and conflict resolution.

Compensation and Benefits

- For the Manager, 24-Hour Services, Fred Victor offers a salary range of \$62,731 - \$69,244
- 7% vacation pay
- Generous paid sick leave and float day (for contracts greater than 6 months duration)
- A comprehensive Dental and Extended Health group benefits package (for contracts 6 months and longer) 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.
- 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 **November 24, 2023** to 24-HRServices@fredvictor.org with “**Manager, 24-Hour Services (FT-C)**” 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.