

INTERNAL/EXTERNAL

Job Title:	24-Hour Services Relief Worker
Position Type:	Bargaining Unit, Permanent and Contract positions
Number of Positions:	Various
Rate:	\$20.43 per hour
Vacation:	8% Vacation Pay
Hours:	Various shifts (morning, evening and overnight)
Supervisor:	Senior Manager/Program Manager
Posting Date:	February 7, 2024
Application Deadline:	February 16, 2024
Location:	Varies

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-Hour Drop In, 24-Hour 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 (high-energy/learning/caring/supportive/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 The Toronto Shelter / Respite Standards and FVC's policies and procedures.
- Support the team with daily operations such as meal serving, disinfecting areas, work orders, covering the main office.
- Perform safety checks and building rounds.
- Intervene and deescalate crisis situations during shift and report all accidents, injuries, and occurrences in writing as requested.
- 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.
- Lead and support external agency staff while they are onsite delivering support services to clients.
- Positively engage, encourage, assist, and support participants to address housing and program related issues such as: behaviour, social isolation, mental health, substance use and hygiene through problem solving and accessing community resources, using case planning tools.
- Work in accordance with the Ontario Occupational Health and Safety Act
- Other duties as assigned by the Manager.

What You Bring to the Team:

- 1-2 years of direct experience in a residential or congregate setting.
- Experience working from a client centered approach with chronically homeless adults including those who, come from racially and ethnically diverse backgrounds, experience barriers to services due to physical and mental health, substance use, social isolation, abuse, sexual orientation, history in the criminal justice system, recent immigration, or who are non-binary/transgender, or have pets in their care.
- Strong written, interpersonal, and oral communication skills.
- Informal counseling, analytical, and group facilitation skills.
- Highly developed ability to plan and prioritize work, while remaining adaptable and flexible.
- Possess strong skills in crisis intervention, and conflict resolution and be able to have sound problem solving and decision-making skills under pressure.
- Knowledge and awareness of the housing first approach.
- Extensive knowledge of community-based resources for low income people.
- Ability to network with external agency staff to meet client needs.
- Ability to work productively within a team setting and also independently.
- Must have ability to constructively give and receive feedback.
- Ability to work with limited direct day-to-day supervision.
- Certain sites will require the ability to cook and prepare meals for 40 or more residents.
- Strong organizational, written and oral administrative skills.
- Literacy in Word, Excel, Outlook, Windows, SMIS.

What Sets You Apart

- Experience working with homeless individuals from a client focused approach.
- Excellent communication, conflict resolution and de-escalation skills.
- Demonstrated ability to follow policies, procedures, and adhere to legislation.
- Ability and commitment to contribute to positive team dynamics.
- Applied computer skills (Microsoft Word, Excel, Microsoft Teams, Database programs etc.)

Compensation and Benefits

- For the 24-Hour Services Relief Worker, Fred Victor offers an hourly rate of \$20.43
- 8% 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 February 16 to [24-HRServices@fredvictor.org](mailto:HRServices@fredvictor.org) with '24-Hour Services Relief Worker' in the subject line.

A Police Record Check is required by the final candidate prior to hiring.

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.