

INTERNAL/EXTERNAL

Job Title:	Senior Manager, Fatima House
Position Type:	Full-Time, Non-Bargaining Unit, Permanent
Number of Positions:	1
Rate:	\$69,576 – \$79,930.50 per year
Vacation:	4 weeks to start
Benefits:	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
RRSP:	RRSP with 6.5% employer contribution and 4% employee contribution after successful completion of probation
Hours:	37.5 Hours per week
Supervisor:	Director, 24-Hour Services
Posting Date:	February 5, 2024
Application Deadline:	February 19, 2024
Location:	1059 College 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.

Fatima House provides shelter for women who are homeless. The services provided on site include enhanced and short-term case management, housing and follow up support, life skills programming, overdose prevention and education, harm reduction supply distribution, access and referral to health services. The manager will bring experience working with a vulnerable homeless population from a trauma informed care perspective, strong understanding and application of harm reduction and anti-oppression and anti-discrimination principles.

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:

- Provide leadership and oversight to Fatima House
- Ensure the safe and effective operation of the shelter through development and implementation of appropriate systems, policies, procedures and program design
- Maintain positive stakeholder relationships with funders, sector partners and city staff
- Support Fred Victor's advocacy work in the housing, homelessness and health systems will be an additional area of focus
- Manage the administration of the site, including preparing and managing budgets; completing funder reports; preparing evaluation reports and funding proposals
- Hire, supervise and coach staff
- Manage staff's performance and provide opportunities for growth
- Develop and foster a constructive and dynamic staff team to ensure effective service to clients
- Work with other program areas of Fred Victor to coordinate provision of service to shelter clients

- Represent Fred Victor and provide leadership to the women's and homeless service sectors including sector development and public education
- Participate in the after-hours Emergency On-Call rotation
- Carry out other duties as assigned by the Director

What You Bring to the Team:

- 5+ years of experience working in programs serving women experiencing homelessness
- Thorough understanding of the issues that women coming to the shelter may deal with such as poverty, social isolation, mental health issues, addictions, premature aging and other health issues
- Strong understanding of and commitment to harm reduction, client-centered, trauma-informed, and anti-oppression practices
- Experience with supervising enhanced case management, including housing services
- Experience working with regulated health professionals in multi-disciplinary teams
- Strong skills with leading, motivating, supervising and developing staff teams
- Highly developed interpersonal skills including proven ability to communicate and maintain appropriate professional boundaries
- Extensive client advocacy, crisis intervention and prevention, conflict resolution, and negotiation skills
- Excellent written and oral communication skills
- Experience managing programs and preparing and monitoring budgets
- Highly developed ability to plan and prioritize work
- Understanding of the Housing and Homelessness service system in Toronto, including the Toronto Shelter Standards and the funding model
- Thorough knowledge of legislation relevant to operating shelter programs, including Ontario Works Act, Ontario Human Rights Code, Occupational Health and Safety Act, Employment Standards Act and other relevant legislation
- Literacy in Word, Excel, and client database program

Compensation and Benefits:

- For the Senior Manager, Fatima House, Fred Victor offers a salary range of \$69,576 – \$79,930.50 per year.
- 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 **February 19, 2024** to 24-HRServices@fredvictor.org with '**Senior Manager, Fatima House**' 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.