INTERNAL/EXTERNAL

Job Title:	24-Hour Services Respite Worker
Position Type:	Bargaining Unit, Permanent, Reduced Full-Time
Number of Positions:	**1**
Reason for Posting:	Existing Vacancy
Rate:	$29.40 per hour
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:	30 hours per week; Friday – Sunday, 4:00pm – 12:00am, and Monday 12am-8am.
Supervisor:	Senior Manager, 24-Hour Services
Posting Date:	October 30, 2026
Application Deadline:	Until Filled
Location:	701 Fleet Street, Toronto

Why Fred Victor?
For 130 years, Fred Victor has been a leader in helping people rebuild their lives in Toronto. Our mission is to improve the health, income and housing stability of people experiencing poverty and homelessness. We are committed to ending homelessness, one person at a time.

Fred Victor's 24-Hour Services department includes emergency and transitional shelters, Women's 24-Hour Drop In, 24-Hour Respite, and the Edward Hotel Temporary Shelter programs.

The **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 caring and supportive environment, an opportunity to join a diverse team of caring professionals and a chance to make a difference. With over 75 programs and 25 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:

- Administrative tasks such as answering the phone, processing client intakes and discharges, and tracking statistical information.
- Record client notes, intake forms, and discharge plans in accordance with Toronto Shelter Standards and Fred Victor's policies and procedures.
- Support the residents with daily needs.
- Complete routine wellness checks, facility checks, external and internal perimeter checks, and bathroom/washroom checks.
- Complete stats as assigned by the shelter manager.
- Follow up in a timely manner with clients and other team members.
- Clearly communicate with clients and other team members.

- Work with clients who have pets at the shelter with them.
- Work with clients who are living with a partner in the shelter.
- Provide appropriate referrals, information and advocacy to other support services to assist clients to meet the goals outlined in their case plans.
- Develop, facilitate and evaluate weekly Support Groups for shelter residents.
- Use emergency building systems and follow fire procedures.
- Meet monthly with the Shelter Manager for supervision.
- Liaise and support external agency staff while they are onsite delivering support services to clients.
- Communicate and demonstrate appropriate professional boundaries with clients, staff, and community partners and abide by all the Fred Victor Centre's policies and procedures e.g. Anti-Harassment and Discrimination and the Staff Code of Conduct.
- Crisis intervention and conflict resolution.
- Work in accordance with the Ontario Occupational Health and Safety Act.
- Participate in on-going evaluation, development and review of shelter programs and Policy and Procedures.
- Work on organizational committees and participate in planning special events as negotiated with the Program Manager.
- Other duties as assigned by the Shelter Manager.

What You Bring to the Team:

- 2 years' experience in a shelter setting.
- Direct 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, recent immigration, or who are transsexual, or have pets in their care.
- Position requires strong written, interpersonal, and oral communication skills; strong assessment, informal counseling, analytical, and group facilitation skills; and a 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 and be able to create and implement creative solutions.
- Extensive knowledge of community-based resources for low-income people.
- Ability to network with external agency staff who are on site to meet client needs.
- Ability to work productively within a team setting and independently.
- Must have ability to constructively give and receive feedback.
- Ability and comfort to work in isolation with limited direct day-to-day supervision.
- Well-developed interpersonal skills that will produce effective and productive relationships with the residents, community, external agencies and staff of FVC.
- Strong organizational and administrative skills.
- Highly developed written and oral communication skills.
- Strong understanding of systems that cause and support homelessness, poverty and discrimination.
- Understanding that people living on low income are a resource to resolve community issues and not the cause of the problem.
- Knowledge of after-hours services in the GTA.
- Administrative and organizational skills including literacy in Word, Excel, Outlook, Windows, SMIS and Datasphere.

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 Respite Worker, Fred Victor offers $29.40 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:

Internal employees who are interested in this opportunity are encouraged to apply through ADP by navigating to **Myself > Talent > Career Centre**. External candidates may apply using this link: Fred Victor ADP Career Centre or by scanning the QR code:

Please note that we are currently soft-launching our new online hiring system through ADP. During this transition, not all job postings are available in the system yet. We appreciate your patience as we work through this transition. As part of the application process, applicants are asked to upload their resume and a cover letter as one document describing their interest in joining the Fred Victor team

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.