INTERNAL/EXTERNAL

Job Title:	Senior Manager, 24-Hour Services
Position Type:	Permanent, Full Time, Non-Bargaining
Number of Positions:	1
Reason for Posting:	Existing Vacancy
Rate:	$80,164.50 to $100,191.00 annually
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:	Associate Director, 24-HR Services
Posting Date:	October 20, 2026
Application Deadline:	November 9, 2026
Location:	701 Fleet Street, Toronto, ON, M5V 3T7

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 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 supportive and creative working environment, an opportunity to join a diverse team of caring professionals and a chance to make a difference. With over 75 programs and 25 locations across the city, there are lots of opportunities to grow your career with us.

What You Will Do:
The Senior Manager, 24-Hour Services provides strategic and operational leadership across multiple 24-hour shelter and transitional programs serving individuals experiencing homelessness. This role ensures the delivery of safe, high-quality, client-centered, and housing-focused services aligned with Fred Victor's mission and sector best practices.
This role operates within a 24-hour shelter environment and includes both office-based administrative work and regular presence in client service areas. The position requires flexibility to respond to operational needs across all shifts.

This position oversees two distinct service delivery models:

1. Program Manager Model Sites: The Senior Manager oversees Program Managers, who are responsible for frontline staff and day-to-day service delivery.
2. Transitional Spaces (Direct Supervision Model) Sites: The Senior Manager directly supervises frontline staff and

is fully accountable for all aspects of program operations without an intermediary management layer.

Across both models, the Senior Manager is accountable for program performance, service quality, staff leadership, financial stewardship, health and safety, and continuous improvement. The role ensures alignment with funder expectations, Toronto Shelter Standards, and organizational priorities, while embedding harm reduction, trauma-informed, and anti-oppressive practices.

The Senior Manager also represents the organization within the broader homelessness service system, contributing to partnerships, system coordination, and advocacy efforts.

What You Will Do:

Program Operations & Service Leadership

- Provide leadership and oversight for assigned program, ensuring effective day-to-day operations and consistent delivery of high-quality services.
- Develop, implement, and evaluate program practices, procedures, and systems that support participant safety, stabilization, and connection to housing and community supports.
- Ensure services are delivered in alignment with Fred Victor's mission, values, harm reduction philosophy, trauma-informed approaches, funder expectations, Shelter Standards, and applicable legislation.
- Monitor program outcomes, identify emerging needs, and implement improvements to enhance service effectiveness.
- Support program planning, implementation, transitions, and operational changes in response to community needs and organizational priorities.
- Lead the integration of anti-oppressive, anti-racist, and equity-focused practices
- Ensure culturally responsive and accessible service delivery
- Identify and address systemic barriers impacting equity-deserving communities
- Respond to client concerns in a timely and accountable manner

People Leadership & Team Development

- Recruit, hire, onboard, train, supervise, schedule, and support the applicable team member(s) in accordance with Fred Victor policies and collective agreement requirements.
  Program Manager Model Sites: Senior Manager will oversee only the Program Managers.
  Direct Supervision Model Sites: Senior Manager will oversee the front-line staff.
- Provide ongoing coaching, mentorship, and feedback to support staff development, accountability, and service excellence.
- Foster a respectful, inclusive, and psychologically safe workplace culture grounded in collaboration and accountability.
- Support staff in responding to complex participant needs, crisis situations, and operational challenges.
- Address employee relations matters, performance concerns, and workplace issues in collaboration with Human Resources.
- Support staff development, succession planning, and leadership growth opportunities
- Participate in Step 1 grievance meetings
- Ensure compliance with the Collective Agreement and organizational policies for all staff.

Participant-Centered Service Delivery

- Ensure programs provide low-barrier, accessible, and participant-centered services that promote dignity, safety, and respect.
- Support staff in applying harm reduction, trauma-informed, and anti-oppressive approaches when working with participants.
- Ensure program responses are responsive to the diverse needs of individuals experiencing homelessness, including those impacted by trauma, mental health challenges, substance use, aging, and systemic barriers.
- Address participant concerns and complains in a timely, respectful, and solution-focused manner.

Program Development, Adaptability & Continuous Improvement

- Lead programs through ongoing implementation, evaluation, and improvement cycles
- Develop and maintain operational processes that support effective service delivery
- Adapt program approaches in response to changing participant needs, community conditions, funding requirements, and organizational priorities
- Identify operational risks, develop solutions, and make informed decisions in dynamic environments.
- Support teams through periods of change, growth, transition, or increased operational demands

Operational Accountability & Resource Management

- Monitor and manage program budgets, expenses, and resource allocation
- Oversee the safe, effective, and efficient daily operation of the shelter, including staffing, scheduling, and resource allocation
- Ensure appropriate documentation, reporting, data collection, and compliance requirements are maintained
- Participate in funder audits
- Ensure staffing levels, scheduling practices, and operational resources support effective program delivery, and align with legislation, funder requirements, the Collective Agreement, and organizational policies
- Work collaboratively with internal departments to address operational needs

Stakeholder Relations, Partnerships & System Leadership

- Build and maintain respectful working relationships with community partners, funders, service providers, and internal stakeholders.
- Represent Fred Victor in community forums and collaborative initiatives related to transitional services and homelessness responses.
- Collaborate with partners to strengthen participant supports and pathways toward housing.

On-Call & Organizational Contribution

- Participate in after-hours emergency on-call rotation, providing leadership and decision-making support during urgent operational matters.
- Participate in organizational committees, planning activities, and continuous improvement initiatives.
- Perform other duties as assigned by the Associate Directors, or Director.

What You Bring to the Team:

Education & Experience

- Minimum 7 years of progressive leadership experience in shelter, homelessness, or social services.
- Demonstrated experience:
    - Managing managers (Program Manager model), and/or
    - Directly supervising frontline teams in a unionized environment
- Experience overseeing complex 24/7 operations preferred.

Knowledge & Expertise

- Strong understanding of homelessness, mental health, substance use, and systemic barriers
- Expertise in harm reduction, trauma-informed, and anti-oppressive practices
- Knowledge of Toronto Shelter Standards and relevant legislation (OHSA, ESA, Human Rights Code)

What Sets You Apart:

Leadership & Competencies

- Ability to lead in both layered and flat organizational structures
- Strong coaching, conflict resolution, and decision-making skills
- Excellent organizational, communication, and relationship-building abilities
- Capacity to manage complexity, competing priorities, and high-pressure environments

Technical Skills

- Proficiency in Microsoft Office and client information systems (e.g., SMIS)

Work Environment:

- Frequent exposure to complex and high-risk situations, including crisis intervention
- Emotional and psychological demands associated with supporting individuals experiencing homelessness
- Occasional physical demands, including responding to emergencies
- Interaction with animals in the shelter environment

All staff are expected to adhere to organizational health and safety policies and to contribute to maintaining a safe environment for clients, staff, and visitors.

Compensation and Benefits:

- For the Senior Manager, 24 Hour Services, Fred Victor offers a salary range of $80,164.50 to $100,191.00 annually
- 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.