INTERNAL/EXTERNAL

Job Title:	24-Hour Services Shelter Worker with Case Management Duties, Mary Sheffield House
Position Type:	Bargaining Unit, Part-Time, Permanent
Number of Positions:	**1**
Reason for Posting:	Existing Vacancy
Rate:	$25.72 per hour
Vacation:	8% Vacation Pay
Hours:	15 hours per week Saturday and Sunday: 4:00pm-12:00am (Evening)
Supervisor:	Senior Manager, 24-Hour Services
Posting Date:	November 4, 2026
Application Deadline:	Until Filled
Location:	512 Jarvis Street, Toronto, ON

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.

The Transitional Shelter for Older Women (TSFOW) is a 26-bed program that serves women who are 55+ and/or women who are vulnerable due to complex physical, mental health, developmental and/or substance-use related issues.

Does this sound like work you want to be a part of?
We offer a supportive and collaborative 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:
We are looking to fill 1 part time positions for a Shelter Support Worker with case management duties. The position provides primary support to the clients (ages 55 +) residing at the Transitional Shelter Site, using a client-centred, anti-oppression, harm reduction approach. We utilize creative interventions to help older adults and seniors with complex challenges meet their individual goals. Duties include supporting residents during and after they move to permanent/temporary housing, shelter maintenance and cleaning, facilitating programming, administrative duties, crisis intervention and conflict resolution. We also offer support for residents with pets. The position requires the use of public transportation when accompanying clients to appointments and possibly the use of stairs during appointments and/or home visits.

- Working with clients who are frail, cognitively impaired older adults and seniors with complex challenges, including mental health, addiction, physical/medical, cognitive impairments
- Build relationships with private landlords, work with other housing organizations in order to assist client's transition to housing
- Perform case management duties and participate in mandatory bi-weekly meetings
- Providing appropriate referrals, information and advocacy to other support services to assist clients to meet the goals outlined in their case plans

- Administrative tasks such as answering the phone, processing client intakes and discharges, and tracking statistical information
- Recording client notes, intake forms, and discharge plans in accordance with Toronto Shelter Standards and Fred Victor Centre's policies and procedures
- Performing room checks and building rounds
- Completing statistical reports as assigned by the Shelter Manager
- Maintain a housing and move-out data base
- Following up in a timely manner with clients and other team members
- Clearly communicating with clients and other team members
- Providing physical care and home management services
- Supporting the residents with daily needs
- Using emergency building systems and following fire procedures
- Liaising and supporting external agency staff while they are onsite delivering support services to clients
- Communicating and demonstrating appropriate professional boundaries with clients, staff, and community partners and abiding 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 skills
- Developing and implementing appropriate programming activities
- Working in accordance with the Ontario Occupational Health and Safety Act
- Other duties as assigned by the Shelter Manager

What You Bring to the Team:

- 2 or more years of case management experience in a shelter setting.
- Educational background in social services or human services including continuing education aimed at deepening practice in working with vulnerable individuals.
- Direct experience working from a client centered approach with chronically homeless adults who come from racially and ethnically diverse backgrounds, 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 transgender, or have pets in their care.
- Strong assessment, informal counseling, analytical, and group facilitation skills.
- Familiarity with Rent-Geared-to-Income Housing, Canada-Ontario Housing Benefit (COHB), Rapid Rehousing Initiative is an asset.
- Knowledge and experience in completing Coordinated Access to Housing & Support referral is an asset.
- Knowledge and experience in completing Service Triage, Assessment, and Referral Support (STARS) assessment is an asset.
- Strong skills in crisis intervention and conflict resolution and be able to have sound problem solving and decision-making skills.
- Must have completed or in completion of the mandatory Toronto Shelter Standards certificate training.
- Must have completed Naloxone Training, CPR/First Aid.

What Sets You Apart:

- Experience of working with older adults, who are experiencing homelessness
- Experience in working with people living with serious mental health/substance use issues.
- Extensive knowledge of community-based resources and housing support services for low-income older adults.
- Knowledge of after-hours support services in the GTA for older adults.
- Strong assessment, informal counseling, analytical, and group facilitation skills.
- Ability to network with external agencies to meet client needs.
- Ability to work productively within a team setting and independently.
- Ability to constructively give and receive feedback.
- Highly developed written and oral communication skills.
- Excellent skills in Word, Excel, Outlook, Teams, SMIS and Pirouette.

- Experience with cooking, nutrition and Food Handler Certificate is an asset
- Non-violent crisis prevention and intervention (CPI) certification is an asset.

Working Conditions:
Employee works in office and resident areas of the Transitional Shelter for Older Women location with possible travel outside to external meetings and accompaniments. The shelter is a 24-hour facility. All applicants must be willing to work with frail, cognitively impaired older adults and seniors with complex challenges, including mental health, physical/medical, cognitive impairments and severe social isolation. Shelter employees may be exposed to potentially threatening situations. It is an emotionally challenging position and at times a physically demanding job.

Compensation and Benefits:
- For the 24-Hour Services Shelter Worker with Case Management Duties, Fred Victor offers $25.72 per hour
- 8% vacation pay
- 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.