

Drop-In Worker

The Drop-in Centre Worker will support our Drop-in Services Lead Coordinator in the planning and implementation of daily drop-in services at the Weston King Neighbourhood Centre. They will also assist with relevant strategic tasks such as research and program development.

Key responsibilities

- Assist the Drop-in Services Lead Coordinator in planning and implementing daily drop-in services, such as the distribution of meals, shower/laundry/computer facility management, clothing bank appointments, and harm reduction services
- Build trusting relationships with drop-in participants and connect them to appropriate resources, referrals and informal counselling with the guidance of the Drop-in Services Lead Coordinator
- Assist, direct, train and support the program volunteers and students
- Support the WKNC kitchen/food program as required.
- Assist in working in situations that are not necessarily anticipated, taking direction from senior staff members based on operational needs.

Other tasks

- Take leadership in organizing donation drives and/or building donation partnerships as needed by the centre (e.g. organizing a toiletries drive, or contacting and building a relationship with a restaurant for regular food donations)
- Where applicable, engage in drop-in related advocacy on behalf of the community (e.g. petitioning the city for more shelter funding, attending community partnership meetings organizing for social housing, etc.)

Administration

- Record and monitor all hours in Bright HR
- Complete payroll requirements
- Complete evaluations, questionnaires, monthly and incident reports required of all staff

- Participate in team and organizational meetings
- Complete all mandatory training courses and upload scores into Bright HR
- Report health and safety matters, and complaints in a detailed and timely manner.

Training and Supervision

- The worker will be supervised and mentored by the full-time Drop-in Services Lead Coordinator.
- Orientation includes comprehensive health & safety training, including conflict resolution and de-escalation techniques.
- The worker will be integrated into the staff team and actively involved in daily debriefs and staff meetings.
- The worker will receive regular, ongoing feedback and positive encouragement on their job performance.
- In the absence of the Drop-in Coordinator and Manager, the Drop-in Worker will share responsibility for supervising the floor alongside another worker. This includes monitoring the safety and well-being of the space, supporting participants and volunteers, and responding to incidents as needed.

Skills and Qualifications

- Previous experience working/volunteering in a community or social services agency; or related studies at a post-secondary level; or lived experience.
- Knowledge of the social services sector and community-based resources.
- Good written and oral communications skills.
- Ability to work as part of a team.
- Strong understanding and/or willingness to learn about client-centered, trauma-informed, harm reduction, and anti-oppressive practices.

Job Types: Contract (6 months)

Pay: \$20/hr, 26 hours a week.

Benefits:

- Casual dress

- Discounted or free food

Schedule:

- 8 hour shift
- Evening and/or weekend shifts

Weston King Neighbourhood Centre is committed to complying with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodations to participate in this activity, please let us know.