

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

2026 Ongoing

POSITION TITLE: Relief Corner Drop-In	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Relief, CUPE 7797
# HRS / WEEK: varies	CONTRACT DATE: N/A
REPORT TO: Manager, Drop-In and Housing	HOURLY RATE: \$26.98
POSTING DATE: August 30, 2024	CLOSING DATE: Ongoing

GENERAL DESCRIPTION: The Corner Drop-in is a busy, dynamic program that serves ~ 200 participants each day. We provide daytime shelter, nutritious hot food, primary health care services from on-site nurses, doctors and psychiatrists, information and help finding affordable housing, mental health support, voluntary financial trusteeship, substance use counselling, workshops and activities. Relief staff will work as a member of the Drop-In team to provide an enriched drop-in setting for homeless and socially isolated adults. Working alongside staff, volunteers and peer workers, relief staff will ensure a safe and welcoming environment. This position works on an on-call, as-needed basis to replace door and/or floor staff in drop in. Relief staff will help maintain order and safety, participate in crisis intervention, assist drop-in members with accessing services, and make referrals.

MAJOR DUTIES:

- Staff the front door outside of the Corner Drop-in or staff the drop-in inside during drop-in hours. Welcome members and ensure drop-in rules are enforced on the property. Check rear of property at regular intervals. Assist staff and volunteers to maintain a clean and pleasant environment.
- Work together with staff team to ensure safety.
- Use mobile communication tools in delivery of safety plans and programs.
- Cooperate with our team members in preventing and appropriately handling crises in the drop-in.
- Refer program participants to the services they need within the drop-in: housing support, case management, nursing care, showers, laundry etc.
- Refer drop-in members to needed services outside the drop-in when required.
- Maintain a friendly, welcoming presence for participants, neighbours and other visitors. Direct neighbour inquiries or complaints to appropriate staff.
- Participate in debriefing and supervisory meetings.
- Attend training sessions
- Ensure service user confidentiality is maintained on all matters.
- Follow fire safety and other safety protocols, COVID-related Infection Prevention and Control (IPAC) protocols, including wearing a mask at all times
- UHHS uses a Restorative Justice model to resolve conflicts. Relief staff must be willing to participate in and follow this model
- Other duties as assigned.

REQUIREMENTS & QUALIFICATIONS:

- Strong verbal communication skills and a friendly manner.
- Ability to work in a multicultural/multiracial organization and a dynamic community-based setting with marginalized individuals.
- Able to stand, walk and climb stairs for a four-hour shift
- Adherence to procedures for limits, boundaries and safe work
- Experience working with homeless populations.
- Understanding of and experience working from a harm reduction model
- Certified training in Crisis Prevention and Intervention or willingness to be trained is considered an asset
- College Social Service Diploma or equivalent training or experience

To apply, submit your resume with the position title in the subject line of your email to: careers@tngcs.org

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement. This posting is for an existing vacancy.