

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

Job# TNG2025-81

POSITION TITLE: Community Worker- Corner Drop-In	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATE: N/A
REPORT TO: Manager, Drop-In Services	HOURLY RATE: \$29.95
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: Work as a member of the Drop-In team to provide an enriched drop-in setting for homeless and socially isolated adults. Engage, assess, refer and support Drop-in visitors as appropriate, and inform new visitors of all services and opportunities. Work alongside staff, volunteers and peer workers to ensure a safe and welcoming environment. Work closely with the staff team to support individual case management plans and provide client accompaniments. Work with participants to develop, plan and implement a regular roster of afternoon programming, develop and support client engagement strategies

MAJOR DUTIES:

- Circulate in the drop in during operation hours, scan the environment and maintain a safe, welcoming and supportive environment
- Greet and connect with clients, seeking out opportunities for engagement, and provide referrals to support services as appropriate
- Maintain vigilance of the entire drop in space, monitoring clients for signs of crisis
- Identify clients in crisis, complete assessment and safety plans and referral plans as appropriate
- Provide information on community services and resources as requested
- Support individual case management plans and assist case managers as required
- Effectively prevent and respond to violence or injuries using a restorative justice team approach
- Assist with drop in operations such as serving meals, organizing the space and cleaning
- Organize and support group workshops that address client interests during drop in hours and afternoon
- Support client engagement initiatives within the agency including the volunteer program, Member Advocacy Group and peer development initiatives
- Work with the drop-in coordinator and case managers to collect data and maintain record
- Participate in the drop-in meeting on Mondays and the department meeting once a month
- Work collaboratively with other staff to ensure the best possible service to client
- Some evening and weekend work required

REQUIREMENTS & QUALIFICATIONS:

- Minimum two-year postsecondary education in a relevant field (Community Worker, Social Service Worker) and two years' experience with marginalized populations including people who use substances and/or are homeless, or an equivalent combination of education and experience
- Demonstrated experience with and commitment to harm reduction principles
- Proven knowledge and skills in assessment and supportive counseling
- Able to stand, walk and climb stairs for up to half a shift
- Current Certification in Crisis Prevention and Intervention or willingness to obtain certification
- Experience and/or knowledge of client engagement and community development work
- Proficiency in MS office and experience with online client data systems
- Excellent written and verbal communication skills
- Adherence to procedures for limits, boundaries and safe work
- Ability to work independently, as well as in a team

To apply, submit your resume with "TNG2025-81" 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