TNG Community Services | CENTRAL NEIGHBOURHOOD HOUSE NEIGHBOURHOOD LINK ST. STEPHEN'S COMMUNITY HOUSE

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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# TNG2026-191

POSITION TITLE: Doorperson - Corner Drop-in	
DEPARTMENT: Urban Health and Homelessness Services	**STATUS:** Contract Part-Time, CUPE 7797
# HRS / WEEK: 20	**CONTRACT DATE:** ASAP until April 16, 2027
REPORTS TO: Manager, Drop-in Services	**HOURLY RATE:** $27.97
EXTERNAL POSTING DATE: posted until filled	

GENERAL DESCRIPTION: The Corner Drop-in is a busy, dynamic program that serves over 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.

The Part-time Doorperson works as a member of the Drop-In team to provide an enriched drop-in setting for homeless and socially isolated adults, welcomes visitors into the drop-in and Trustee program, and ensures that areas around the property are clean, safe and free of loitering. The Doorperson will staff the front door during the hours the Drop-in and Trustee programs are open and monitor the building activity. This position reports to Manager, Drop-in Services and is part of **CUPE Local 7797.**

MAJOR DUTIES:

- Staff the front door of the Corner Drop-in during Drop-in and Voluntary Trustee Program operating hours.
- Welcome members inside and enforce Agency rules on the property, including IPAC procedures.
- Check the area in the rear of property at regular intervals.
- Assist staff and volunteers to maintain a clean and pleasant environment.
- Provide back-up support to staff in the Drop-in and work together on safety plans with other team members.
- Use mobile communication tools in delivery of safety plans.
- Cooperate with team members in preventing and appropriately handling crises in the Drop-in and in front of the building.
- Enforce restrictions when necessary. Inform Drop-in team members when a member who is required to meet with staff prior to their restriction ending/entering the drop-in facilities arrives.
- Maintain a friendly, welcoming presence for neighbours and other visitors. Direct neighbour's inquiries or complaints to appropriate staff as directed.

REQUIREMENTS & QUALIFICATIONS:

- High School diploma plus a minimum of 6 months experience working with individuals who are homeless or living with mental health and substance using issues, or a combined equivalent of relevant education and experience.
- Strong verbal communication skills and a friendly manner.
- Ability to work in a multicultural/multiracial organization in a dynamic community-based setting with marginalized individuals.
- Ability to stand, walk and climb stairs repetitively over a period of several hours. The ability to lift and carry boxes up to 20 lbs, push carts and/or dollies. Standing and walking are major components of the Doorperson's position.
- Ability to function in an environment that is not smoke-free.
- Basic literacy and communication in English adequate to comprehend written policies, effectively exchange information verbally with others, and write reports on incidents.

To apply, submit your resume with "TNG2026-191" 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, colour, 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.