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# TNG2026-192

POSITION TITLE: Drop-In Assistant	
DEPARTMENT: Urban Health and Homelessness Services	**STATUS:** Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	**CONTRACT DATES:** ASAP until April 16, 2027
REPORTS TO: Manager, Drop-In Services	**HOURLY RATE:** $26.98
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. This position will work as a member of the Drop-In team to provide an enriched drop-in setting for homeless and socially isolated adults, engage with and support Drop-in participants 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. Work with Drop-in staff, including kitchen staff, to ensure the smooth running of the Drop-in. The Drop-in Assistant will remain consistent with the philosophies of the agency/peer program and follow all policies, procedures, and requirements.

MAJOR DUTIES:

- Circulate in the Drop-in during operation hours, 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
- 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 verbal or physical aggression or violence using a Transformative Justice team approach
- Assist with drop in operations such as preparing and serving meals, organizing the space and cleaning
- Support client engagement initiatives within the agency including the volunteer program, Member Advocacy Group, Crystal Meth Program and peer development initiatives
- Participate in the Drop-in meeting on Mondays and the department meeting once a month as able
- Work collaboratively with other staff to ensure the best possible service to clients
- Weekend work may be required
- Prepare for and actively participate in supervision meetings with the Manager
- Attend meetings and other TNG activities as assigned
- Ensure confidentiality is maintained on all client, staff and TNG matters
- Cooperate with health and safety instructions, including all IPAC protocols
- Other duties as assigned

REQUIREMENTS & QUALIFICATIONS:

- Minimum high school graduate and one-year experience with marginalized populations including people who use substances and people who are homeless, or an equivalent combination of education and experience
- Demonstrated experience with and commitment to harm reduction
- Able to stand, walk and climb stairs every day
- Certification in Non-violent Crisis Intervention or willingness to obtain certification
- Experience and/or knowledge of client engagement work
- Excellent written and verbal communication skills
- Adherence to procedures for limits, boundaries and safe work, including IPAC procedures
- Ability to work independently, as well as in a team

To apply, submit your resume with "TNG2026-192" 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 is posting is for an existing vacancy.