

External Job Posting

Community Connector (The Meeting Place Drop In)

West Neighbourhood House (West NH) is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West NH is to enable less-advantaged individuals, families, and groups in the community to gain greater control over their lives and community.

The Meeting Place Drop-in is a program of West NH, which offers a welcoming, and accessible community space to street involved and precariously housed adults, many of whom are living with mental health and/or substance use issues.

West NH is actively seeking applications from all Indigenous communities, persons with disabilities, women and persons of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West NH programs, or related programming from similar organizations, are also strongly encouraged to apply. Due to a high percentage of Indigenous peoples participating in the Meeting Place preference will be given to Indigenous applicants.

West NH will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

RESPONSIBILITIES:

- Provide leadership and support to programs and services in the Drop-in from an anti-oppressive, and trauma informed lens.
- Provide hands on support to Drop-in team/services as assigned by the Manager.
- Conduct community outreach/connection to persons in spaces such as encampments, rooming/boarding houses, libraries, low-income neighbourhoods and other gathering spaces to build relationships and bridges with wider communities and services.
- Engage with participants in the drop-in, and provide a safe, low-barrier and welcoming space.
- Providing leadership in the planning and delivery of high impact programs that are co-designed by the voices of and driven by the needs of participants in collaboration with all Drop-in and Case management staff.
- Provide information, access to community resources, system navigation, advocacy, and referrals to participants in the Drop in and in the community to support their goals.
- Engage in activities that promote the health and well being of all participants.
- Participate in community-based networks to plan joint programming and advocacy related to the issues faced by low-income and homeless adults and of urban Indigenous people using the Meeting Place drop-in.
- Responsible for accurate and timely data collection and management.

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- Responsible for accurate and timely documentation.
- Collaborate with Case Management team when necessary.

QUALIFICATIONS:

- BSW or MSW (new graduates are welcome).
- Demonstrated knowledge of anti-oppression principles.
- Ability to take on a leadership role.
- Ability to set clear boundaries with colleagues and participants.
- Strong communication, interpersonal, organizational, teamwork skills and ability to do self-driven work in a complex environment.
- Computer literacy skills and ability to be trained in and regularly utilize data collection software.
- Must have a highly developed comfort working with individuals who may have significant mental health, substance use and behavioural challenges.
- Must have a good level of conflict resolution skills.
- Ability to work Saturdays as well as some evenings as needed.
- Must be able to meet the psychological and physical demands of the job.

Status: Full Time Permanent (CUPE Local 3393 Bargaining Unit Position)
Start Date: April 2, 2024
Hours: 35 hours per week (Tuesday – Saturday, 9am – 4:30pm)
Rate: \$25.69 per hour (4 weeks vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit: Adult Community Programs
Immediate Supervisor: Drop- in Program Manager
Posting Date: March 8, 2024
Closing Date: March 22, 2024
Note: This position is not hybrid. This is a community/site-based position.

Please submit your cover letter and resume by 5:00 p.m. on the closing date to:

Hiring Committee
588 Queen Street West
Toronto, Ontario
M6J 1E3
jobs@westnh.org