

*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# TNG2026-49**

<b>POSITION TITLE:</b> Communications Officer, Toronto Drop-In Network	
<b>DEPARTMENT:</b> Toronto Drop-In Network	<b>STATUS:</b> Contract Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATE:</b> ASAP until March 31, 2027
<b>REPORT TO:</b> Executive Lead, Toronto Drop-In Network	<b>HOURLY RATE:</b> \$31.93
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** The Toronto Drop-In Network (TDIN) is an active coalition comprised of drop-in centres throughout the city of Toronto that work with people who are homeless, marginally housed, or socially isolated. Our Network includes drop-ins of all sizes, and with a diversity of philosophies that serve men, women, transgender and non-binary adults, youth, and seniors. TDIN is a voice and resource for the drop-in sector and their communities. TDIN is a member-based organization, which is trusted by The Neighbourhood Group Community Services (TNGCS). The Communications Officer plays a crucial role in TDIN's communications, ensuring timely and effective dissemination of information to members, allies, and the broader community. This role is responsible for managing TDIN's online presence, website content, crafting compelling narratives, maintaining brand continuity, measuring communication effectiveness to enhance visibility and support the Network's mission, vision, values and approach.

**MAJOR DUTIES:**

- Create content, maintain & update the TDIN website with resources, activities, events and network collaboration.
- Ensure TDIN's inventory of resources is useful to TDIN and its members, and is relevant, current and responsive to the needs of the sector.
- Contribute to member and community partner profiles and ensure they are communicated effectively.
- Upload relevant news, events, and resources to the website to enhance information accessibility.
- Work with TDIN Executive Lead to develop and implement a social media strategy aligned with TDIN's mission and goals.
- Manage TDIN's social media accounts (Instagram, Facebook, Twitter, LinkedIn etc.), ensuring regular updates and engagement with members and community partners.
- Create and distribute outreach materials for TDIN social media platforms, digital newsletter and website.
- Monitor and analyze social media engagement, making recommendations for improvements.
- Promote TDIN programs, initiatives, and sector events through digital channels.
- Support TDIN committees by recording and disseminating meeting minutes and resources.
- Actively participate in TDIN meetings and Member site visits, and promote these activities on digital channels
- Participate in the planning, organizing and facilitation of TDIN meetings, events and conferences.
- Create, update and maintain TDIN brand identity across internal and external communications, resources and published content, including reports, projects and funding opportunities.
- Actively research issues that are relevant to the drop-in sector and collaboratively disseminate resources to TDIN and community members.
- Ensure that TDIN mission, vision and approaches are upheld in TDIN's multi-directional online advocacy efforts.

**REQUIREMENTS & QUALIFICATIONS:**

- Post-secondary diploma(s) in communications, social services, design, or other related field, with experience in a social service setting, or a combined equivalent of education and experience.
- Knowledge of Toronto's drop-in sector, community organizations, grass roots movements, and government bodies.
- Lived expertise with homelessness, housing precarity, or substance use is considered a strong asset.
- Demonstrates personal and professional practice in equity, inclusion, and anti-racism with accountability and care
- Strong understanding of digital communication strategies, social media and website maintenance.
- Proficiency in graphic design tools (e.g., Canva, Adobe Creative Suite) for creating digital content and outreach materials, that include use of various file formats (i.e. vector).
- Superior communication skills including, crafting compelling narratives, disseminating information and branding continuity which enables and inspires open communication, accountability, and creates synergies.
- Displays emotional fortitude, empathy, compassion, sensitivity, and reflectivity in communications.
- Excellent written and verbal communication skills with the ability to engage diverse audiences.
- Strong organizational and multitasking abilities, with the ability to prioritize tasks and meet deadlines.

**To apply, submit your resume with "TNG2026-49" in the subject line of your email to: [careers@tngcs.org](mailto: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.