

*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# TNG2026-50**

<b>POSITION TITLE:</b> Community Worker- Corner Drop-In	
<b>DEPARTMENT:</b> Urban Health and Homelessness Services	<b>STATUS:</b> Contract Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATE:</b> ASAP until September 30, 2026 or until the return of the incumbent
<b>REPORT TO:</b> Manager, Drop-In Services	<b>HOURLY RATE:</b> \$29.95
<b>EXTERNAL CLOSING DATE:</b> 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 weekly drop-in meeting 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 "TNG2026-50" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**