

COMMUNITY PROGRAMS LEAD **(The Meeting Place Drop In)**

West Neighbourhood House is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House 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 Neighbourhood House, 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 Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, people with disabilities, women and people of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House 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 for all programming, services and social events in the drop-in.
- Provide a safe and welcoming, low-barrier space with inclusive and interactive activities that promote social cohesion and togetherness.
- Positive engagement with members experiencing or at risk of homelessness.
- Provide information, access to community resources and referrals to support their goals.
- 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.
- Conduct community outreach to identify and engage diverse people experiencing deep poverty and social isolation.
- Responsible for data collection and management.
- Responsible for documentation as required.
- Receive food deliveries of up to 20 kg, climbing stairs, lifting boxes, moving bins, and frequent walk-arounds.
- Facilitate groups.
- Must provide services from an anti-oppressive and trauma informed lens.
- Provide individual and systemic advocacy.

QUALIFICATIONS:

- B.S.W. or equivalent education and training related to social services and community development.
- Demonstrated knowledge, understanding and analysis of the history, cultural strengths, and challenges of Indigenous peoples.
- Demonstrated knowledge of anti-oppression principles.
- Minimum 1 year experience in front-line community work.
- Strong communication, interpersonal, organizational and teamwork skills.
- 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 and substance use challenges.
- Must have a good level of conflict resolution skills.
- The ability to handle a fast paced and unpredictable environment.
- Must be comfortable handling aggression.
- Ability to work Saturdays as well as some evenings as needed.
- Must be able to meet the physical demands of the job (including receiving food deliveries of up to 20kg, climbing stairs, lifting boxes, moving bins, and frequent walk-arounds).

Status: Permanent Full-time (CUPE Local 3393 Bargaining Unit Position)
Existing Vacancy: Yes
Start Date: ASAP
Hours: 35 hours per week (Tuesdays - Saturdays)
Rate: \$28.59 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: Community Programs Manager
Posting Date: August 6, 2026
Closing Date: Ongoing recruitment. Resumes will be considered as they arrive.

Please submit your cover letter and resume clearly indicating "Community Programs Lead - Full time":

Hiring Committee
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Toronto, Ontario
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jobs@westnh.org