

Meeting Place Coordinator

West Neighbourhood House, formerly St. Christopher 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.

West Neighbourhood House has a long history of building vibrant community programs and places that enable positive personal change and mutual support. The Meeting Place program in West Neighbourhood House is for adults experiencing homelessness and/or social isolation.

This Coordinator role will support the empowerment model of programming with Meeting Place members, including ongoing consultation and co-design of activities to promote healthy personal change and to build mutual support amongst members. The Coordinator also will work to strengthen positive relations between Meeting Place members, West Neighbourhood House, and local neighbours.

In addition, the Coordinator will be actively supporting staff in a dynamic drop-in setting that is fast paced and unpredictable at times. This role will work in collaboration with the Meeting Place Manager and drop-in staff team and Case Management Manager and case management team. Together, this multi-disciplinary team will ensure Meeting Place members have the resources to address and mitigate the impacts of poverty, trauma, homelessness, untreated mental health and/or substance use issues.

West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, 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.

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:

- In conjunction with the Manager and drop-in staff team, ensure and maintain the safe, open and accessible environment for drop-in members;
- Provide referral, support and information to drop-in member participants requiring access to social assistance, health, legal or other systems;
- Support and oversee work done by peer workers and volunteers;
- With the Manager, supervise program staff, conduct performance reviews, recommend the selection of new staff, train new staff, administer and monitor timesheets, and facilitate staff development and team building;
- Facilitate member and community participation in the development of program activities and in community relations initiatives;

West Neighbourhood House is an equal opportunity employer.
We thank all applicants, but only those candidates to be interviewed will be contacted.

External Job Posting

- Plan, purchase and maintain program materials such as program supplies, games etc. and nutritional food within the approved budget;
- Ensure the operations and activities of the program, including assigning, and prioritizing daily tasks, scheduling program activities, lunch breaks, resolution of day-to-day issues and problem-solving, safety of participants, and data collection and input;
- Implement contingency staffing plans when staffing drops below safe levels;
- Enforce drop-in rules and require participants to take breaks if rules are violated;
- Maintain positive relations with immediate neighbours, act as liaison between drop-in member participants and the external community, respond to complaints or requests for information;
- Ensure that all required data collection, statistics and records are maintained for funder reports
- Represent the House on networks and planning tables working on issues dealing with socially isolated adults, homelessness, mental health and addictions, and form partnerships with other agencies to develop broad-based strategies;
- Participate as a member of the House in cross-program or House-wide activities;
- Other duties as required.

Qualifications:

- Bachelor's degree or equivalent degree/education;
- Minimum of three years relevant experience working in community-based service delivery to homeless and/or socially isolated adults, those who use substances and/or have serious mental illness;
- Strong understanding, cultural sensitivity, and self-awareness of the social, cultural, psychological, and political factors affecting disadvantaged adults – including poverty, trauma, racism, discrimination, colonization, homelessness, unemployment, and social isolation;
- Strong supervisory and team-building skills and demonstrated experience working in a multi-disciplinary team including supervising Peer workers (drop-in member participants);
- Comprehensive understanding of harm reduction practices and resources for people using substances;
- Strong problem solving and conflict resolution skills and ability to de-escalate aggression;
- Demonstrated knowledge of anti-oppression principles;
- Highly developed comfort working with individuals who may have significant mental health and substance use challenges;
- Strong program planning, evaluation, organizational, and analytical skills to coordinate the activities of a busy working environment;
- Experience in proposal development, report writing, budget preparation and monitoring spending;
- Considerable interpersonal, written and verbal skills, exercised with tact and diplomacy;
- Demonstrated ability to interact with drop-in members and liaise with community members, funders and local businesses including advocating and negotiating on behalf of the participants;
- Strong computer skills and working knowledge of how to use databases and word processing software;
- A second language relevant to the community is an asset.

External Job Posting

Status: Permanent Full Time (CUPE Local 3393 Bargaining Unit Position)
Existing Vacancy: Yes
Start Date: ASAP
Hours: 35 hours per week (Tuesday to Saturday)
Rate: \$34.03 per hour (4 weeks' vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Immediate Supervisor: Manager, Community Programs
Posting Date: April 22, 2026
Closing Date: May 6, 2026

Please send your resume and cover letter clearly indicating "Meeting Place Coordinator" by 5:00 pm on the closing date to:

Hiring Committee
588 Queen St. W.
Toronto, Ontario
M6J 1E3
jobs@westnh.org