

External Job Posting

Team Lead, Community Programs (The Meeting Place Drop-In)

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.

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.

The **Team Lead, Community Programs** assists with the coordination, development, delivery, and day to day monitoring of the activities of West Neighbourhood House's Meeting Place programs. The Team Leader will work in conjunction with the Manager of Community Programs and in collaboration with the program staff team to develop, implement and deliver programs relevant to participants and monitor day-to-day activities to maintain a welcoming and accessible community space.

West Neighbourhood House is actively seeking 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 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:

Team Lead, Community Programs will:

- In collaboration with the staff team, provide leadership and support in maintaining a safe, welcoming, and comfortable drop-in space for homeless, underhoused and street involved adults.
- Ensure the operations and activities of the program, including assigning, and prioritizing tasks, scheduling program activities, resolution of day-to-day issues and problem-solving ensuring safety of participants, and data collection and input .
- Work with the program staff team to plan and coordinate engagement strategies and the implementation of program activities.
- Assist with training, coaching, and supporting a diverse team of staff, volunteers, and students. collaborate with program Manager on operational practices to assure consistency and quality assurance of all programs.
- Plan, purchase and maintain program materials such as program supplies, games etc. and nutritional food within the approved budget.

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- Provide leadership, participate in team meetings, and debriefs.
- Assist with the monitoring and evaluation of programs, including eliciting and responding to program participant suggestions, complaints and feedback.
- Participate on House committees, House-wide events, providing other related assistance and other duties as required.

Qualifications:

- Post-secondary education preferably in community and human services related field e.g. social work, social service worker.
- Current knowledge of community mental health and substance use issues.
- Strong understanding of the social, cultural, psychological, and political factors affecting disadvantaged adults.
- Strong interpersonal and communication skills
- Demonstrated conflict resolution skills, problem solving skills
- Demonstrable understanding and appreciation of diversity, equity, and inclusion principles.
- Strong computer skills, knowledge of database and word processing software in a Windows environment is required.
- Ability to work weekends as needed, including regularly scheduled Saturday shifts.
- Strong leadership skills

Status: Permanent Full Time (CUPE Local 3393 Bargaining Unit Position)
Start Date: ASAP
Hours: 35 per week
Rate: \$28.14 (4 weeks vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit: Community Programs
Immediate Supervisor: Manager of Community Programs
Posting Date: April 18, 2024
Closing Date: May 2, 2024

Please send your cover letter along with your resume by 5:00 pm on the closing date to:

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