

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 Leader, 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:

- 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 daily tasks, scheduling program activities, resolution of day-to-day issues and problem-solving, 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, 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.
- Provide leadership, participate in team meetings, and debriefs.
- Assist with the monitoring and evaluation of programs, including eliciting and responding to

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program participant suggestions, complaints and feedback.

- Participate on House committees, House-wide events, providing other related assistance and other duties as required.

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 leadership skills.
- 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.

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, floater days, full benefits package after 3 months, Multi-Sector Pension Plan contribution at 6 months)
Unit:	Community Programs
Immediate Supervisor:	Manager of Community Programs
Posting Date:	January 29, 2025
Closing Date:	February 12, 2025

Please send your cover letter along with your resume clearly indicating “Team Lead, Community Programs” by 5:00 pm on the closing date to:

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

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