



Hub Floor Supervisor: A Realistic Preview

OBJECTIVE

The goal of this document is to offer a more nuanced understanding of the role, including the benefits, challenges, pace, and culture of the program.

WHAT IS THE GOAL OF THE HUB?

To offer low-barrier access to safety, basic needs, and connection for people in our community. We aim to reduce immediate harm while helping people move toward stability, wellness, and belonging.

WHAT DO WE NEED IN THIS ROLE?

We need people who can balance compassion with boundaries, and who can stay steady under pressure. We are looking for staff who are reliable, respectful, consistent, and committed to treating all people with dignity and respect.

WHAT IS THE TEAM CULTURE LIKE?

- We value creativity, kindness, accountability, and showing up for each other.
- We debrief hard moments and learn as we go.
- We respect lived experience.
- We value honesty, direct communication, and repair when mistakes happen.

WHAT IS GREAT ABOUT THE TRINITY HUB?

- The chance to make a real difference in people's day-to-day lives.
- No two days are the same. The role is dynamic, active, and engaged.
- You build strong relationships with guests, coworkers, and community partners over time.
- You work in a team environment where humour, trust, and mutual support matter.
- You will see resilience, growth, kindness, and human moments that many people never get to witness.

WHAT IS DIFFICULT ABOUT THIS WORK?

- It's fast-paced, unpredictable, and emotionally intense.
- You will regularly witness and support people experiencing trauma, crises, grief, and conflict.
- You will need to enforce boundaries or policies while maintaining dignity.
- You will witness systems failing people in real time.
- Progress can be slow, nonlinear, or hard to measure.
- You need to stay calm and professional while other are upset, stressed, or dysregulated.

WHAT ACTIVITIES MIGHT BE PART OF A TYPICAL SHIFT?

- Opening and closing the space.
- Supporting meal service and flow.
- Doing regular washroom checks.
- Not being able to provide items or services that are being requested.
- Completing shelter intakes, and having to turn people away when the program is full.
- Responding to medical emergencies.
- Making judgement calls in real time when situations change quickly.
- Having restorative conversations when guests are returning after a temporary restriction.
- Meeting with guests to create safety plans and behaviour agreements.
- Sweeping, mopping, laundry, regular cleaning duties.
- Reminding guests of the expectations and having to enforce rules and boundaries.
- De-escalating arguments and potentially violent situations.
- Ensuring safety to all guests, including property walks.
- Completing incident reports and documenting shifts.

WHAT IS SOMETHING THAT SURPRISED YOU ABOUT THIS WORK?

- How much this job requires trying to meet multiple needs at once.
- How much you have to say no to our guests in order to maintain boundaries and safety.
- How much laughter and silliness happens in a place people assume is only heavy.
- How much you learn and grow while working with the team at One City.
- How friendly and appreciative our guests can be!
- How skilled guests are at surviving difficult circumstances.
- That it's okay do make mistakes and that accountability goes a long way.
- How often small acts of respect matter more than grand gestures.
- How much you learn about yourself in this role.

WHAT WOULD YOU WANT A NEW STAFF TO KNOW?

- "Stay calm, consistent, and don't take things personally."
- "Consistency matters more than trying to be everyone's favourite."
- "Notice the small wins. They're real."
- "Take care of yourself outside of work."
- "When you make a mistake, own it, learn, and move forward."
- "Some days you'll feel effective and energized. Other days you won't. Keep showing up."
- "Build relationships with healthy boundaries."
- "Don't take responsibility for the gaps in the system."