



## Job Description: Drop-In Support Worker

Revised: November 2024

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### One City Peterborough Mission and Values

To journey together as a community that promotes housing, community safety, and social inclusion in the City of Peterborough by responding to immediate needs, breaking down barriers amongst us, and advocating for systemic change.

Belonging - We will work towards a community where everyone feels welcome.

Dignity - We believe no one is disposable.

Courage - We will boldly embody a more just world.

Trust - We want to build healthy relationships with people in our community.

Love - Love is the lens through which we see and the motive from which we act.

### Program Overview

The Drop-In Program at Trinity Community Centre provides a range of low-barrier services designed to provide critical support to marginalized community members. Operating 365 days per year, the Drop-In provides a warm and welcoming space where individuals in need can access essentials, connect with others, and enjoy a warm meal.

### Job Summary

Terms of Employment: Permanent, Part-Time, Relief

Compensation: \$20.70 per hour starting wage

Drop-In Support Workers are responsible for working collaboratively as part of a team to provide a welcoming, safe, and non-judgemental space where marginalized community members can access services, programming, and opportunities for connection and community. This position is supervised and supported by the Drop-In Program Coordinator.

### Primary Duties and Responsibilities

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## **Support & Space Management**

- Work with a team to provide a warm and welcoming environment.
- Orient participants to services and communicate program guidelines and expectations.
- Utilize shared lived experience to build connections with those we are serving in order to best meet their needs.
- Provide any necessary support and assistance to participants; administer basic first aid as needed.
- Assist in the distribution of resources and meals.
- Assist with setup and tear down; help maintain a clean and organized environment.
- Perform cleaning duties as needed.

## **Service Navigation**

- Connect participants to available supports and resources including income supports, food, clothing, hygiene, harm reduction and social services. Make referrals to shelter services and housing programs, the By-Name List, and other appropriate service needs.
- Complete consents and conduct assessments as appropriate.

## **Conflict Resolution**

- Collaborate with team members to maintain a safe and peaceful environment, working to prevent and appropriately address crises and conflict at the program.
- Address safety concerns promptly; Be prepared to respond to emergency situations, including contacting emergency services when necessary.
- Utilize de-escalation techniques to mitigate and address conflicts and crisis situations.

## **Documentation & Information Collection**

- Maintain accurate records of interactions and incidents.
- Maintain professional standards with reporting and documentation.
- Participate in staff meetings; provide input about service delivery and community needs.
- Maintain confidentiality in regard to all personnel and participant information.

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## Qualifications

We encourage applications from individuals with lived experience of homelessness, addiction, poverty, housing precarity and/or criminalization, who have or are open to receiving peer training, and who are looking to engage their lived experience to provide support to others.

- Demonstrated commitment to the organizational mission and values.
- Ability to work with individuals struggling with homelessness, poverty, addiction, criminalization, and/or social exclusion through a relational, harm-reduction model.
- Ability to make decisions effectively as part of a team.
- Ability to take ownership and accountability for personal workload.
- Strong communication skills; Ability to model nonviolent peacemaking and professionalism in all interactions.
- Ability to intervene and de-escalate during crisis situations.
- Working knowledge of housing and homelessness issues, current homelessness trends, working with high risk offenders, the correctional system, community hubs, legislation, and programs, especially as applied to working with a community's most marginalized. Knowledge of/experience with local community health and social service resources is an asset.
- Understanding of/experience with professional standards pertaining to confidentiality and documentation is an asset.
- Current and original copy of a Criminal Records Check, Vulnerable Sector Search and Child Abuse Registry Check is required.
- First Aid/CPR certification (or willingness to obtain) is required.

## Working Conditions

- Day and evening shifts (between 8am-8pm); Weekends and Holidays as required
- Fast paced, highly detailed environment; Frequent interruptions
- Exposure to hazards (eg., infection, biohazards, harsh weather conditions, pests, violence, uncontrolled substances, and other exposures)

*This job description is not intended to be all-inclusive. Employees may perform other related duties as assigned to meet the ongoing needs of the organization.*

*One City Peterborough is an organization that strives to embrace the spirit of inclusion, diversity, equity and accessibility. We are an equal opportunity employer committed to building an inclusive and barrier-free environment in which all individuals have access in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act.*