



Job Description: Floor Supervisor - Trinity Community Centre

Revised: March 2025

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

Trinity Community Centre provides low-barrier services 22 hours/day for individuals experiencing homelessness, poverty, and social exclusion. The Centre offers essential programs, including a daytime drop-in space, overnight services, and a community meal program, ensuring access to safety, nourishment, and community support. Grounded in harm reduction and trauma-informed care, Trinity Community Centre operates in collaboration with community partners, with a spectrum of integrated services and supports to meet the needs of those we serve.

Job Summary

Terms of Employment: 1 year contract; 30-35 hours/week
Compensation: \$22.81 - \$24.69 per hour, plus night premium.

Floor Supervisors provide shift supervision and leadership to a team of Direct Service Workers, ensuring orderly operations and adherence to program policies, procedures, and organizational values. Floor Supervisors work across both programs, and actively support the teams by providing ongoing direction and coaching to foster a collaborative, supportive, and growth-oriented work environment. This position is co-supervised and supported by the Drop-In and Overnight Program Coordinators.

Primary Duties and Responsibilities

Leadership & Supervision

- Communicate effectively and share important information with program staff, volunteers, and placement students.
- Facilitate effective shift changeovers, ensuring continuity of care and operational awareness between shifts.
- Provide on-shift supervision and guidance, ensuring adherence to program policies, procedures and practices.
- Provide direction to staff and ensure that shift duties and responsibilities are completed.
- Provide ongoing training and coaching to team members, delegate tasks and responsibilities as needed.
- Communicate key issues, trends and challenges for continuous improvement.
- Assist with the training and onboarding of new staff, students and volunteers, ensuring shared understanding of program values, objectives and operational protocols.

Operational Support & Space Management

- Work with a team to provide a warm and welcoming environment.
- Orient participants to services and communicate program guidelines and expectations.
- Ensure adherence to the participant and staff code of conduct.
- Utilize shared lived experience to build connections with those we are serving in order to best meet their needs.
- Distribute snacks and supplies; provide any necessary support and assistance to participants; administer basic first aid as needed.
- Assist with setup and tear down; help maintain a clean and organized environment.
- Perform cleaning duties as needed.
- Manage organization and inventory of program supplies, reporting supply needs and shortages.
- Monitor site safety, ensuring compliance with health and safety policies and procedures.
- Work as part of a team to ensure consistency, communication and collaboration across Trinity programs.

Conflict Resolution

- Collaborate with team members to maintain a safe and peaceful environment.
- Lead in de-escalating conflict and addressing safety concerns, coordinating responses, and liaising with emergency services if required.
- Lead reintegration and restorative action plans with individuals who have been restricted from services
- Utilize and support staff in utilizing de-escalation techniques to mitigate and address conflicts and crisis situations.
- Implement frameworks for the reintegration of individuals who have been restricted from services.
- Ensure all incidents are properly documented and communicated to management.

Documentation & Information Collection

- Maintain accurate and timely documentation, including shift logs, incident reports, and participant interactions as needed.
- Assist with intake procedures, including shelter diversion, information collection and obtaining consents.
- Ensure that documentation and reporting requirements are met; provide oversight, training and direction to support staff.
- Maintain professional standards with reporting and documentation.

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.
- Flexibility to work shifts across both Drop-In and Overnight programs.
- Ability to make decisions effectively as part of a team.
- Ability to take ownership and accountability for personal workload; Ability to work independently and make informed decisions under pressure.
- Demonstrated leadership, coaching, and team-building experience.
- Strong conflict resolution, crisis intervention, and de-escalation skills.
- Excellent communication and interpersonal skills, with the ability to support staff and engage meaningfully with participants.
- Familiarity with documentation and reporting procedures related to program operations and incidents.

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- 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.
 - Ability to develop and maintain effective partnerships with other service providers, and to model nonviolent peacemaking and professionalism in all interactions.
 - 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

- This position is location-based, with rotating 8-hour day, evening and overnight shifts; 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.