

One City Peterborough - Job Description

FLOOR SUPERVISOR

Position title:	Floor Supervisor (Trinity Community Hub)
Supervised by:	Co-Supervised by the Hub Services Co-Coordinators
Compensation:	<ul style="list-style-type: none">• \$22.81/hr - \$24.69/hr• Eligible for Health & Dental Benefits (Employer pays 100%) ▾• Eligible for Group Pension/RRSP (Employer matches 3%) ▾• 6 Paid Time Off (PTOD) per year ▾
Hours:	24 hours/week
Duration:	No end date
Details:	This posting is for an existing vacancy ▾

Organizational Mission and Values:

One City Peterborough is an organization that believes that everyone belongs and together we flourish. To that end, we focus on supporting those who have experienced homelessness and/or criminalization towards their full inclusion into the community. Our mission is 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. We work from the values of belonging, dignity, courage, trust, and love.

Job Purpose/Summary:

The Trinity Hub operates as a low-barrier community space, bringing together multiple programs and services under one roof. The Hub offers inclusive, coordinated supports designed to meet people where they are, emphasizing relational engagement, trust-building, and individualized pathways toward stability and belonging. The Floor Supervisor role is essential to maintaining daily operational stability. Working across programs, Floor Supervisors provide shift leadership, ensure effective communication, and model professionalism and care. They act as a bridge between direct service staff and program leadership, supporting a consistent and coordinated approach across the Hub.

Floor Supervisors provide on-shift supervision and leadership to the Hub support team, ensuring operations are safe, organized, and aligned with One City Peterborough's values and policies. This position supports Direct Service Workers in their daily responsibilities, promotes teamwork, and upholds a consistent standard of service delivery. The Floor Supervisor serves as the primary on-site lead during shifts, coordinating with the Hub, Overnight, and Kitchen Supervisors to ensure communication and care continuity. The position is co-supervised and supported by the Hub Services Co-Coordinators.

Primary Duties and Responsibilities:

- Leadership & Supervision
 - Provide on-shift leadership and direction to program staff, ensuring duties are completed in accordance with policies, procedures, and safety protocols.
 - Support and coach staff to uphold harm reduction, trauma-informed, and relational approaches in all interactions.
 - Facilitate effective shift changeovers to ensure clear communication and continuity.
 - Communicate operational updates, incidents, and staffing concerns to Co-Coordinators in a timely manner.
 - Assist with onboarding, orientation, and mentorship for new staff, volunteers, and students.
 - Provide feedback and guidance to staff during and after shifts, helping foster a collaborative, accountable team culture.

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- Support and participate in on-call rotation duties with Program Coordinators, providing coverage for emergent issues as needed.
- Operational Support & Space Management
 - Ensure program spaces are welcoming, organized, and inclusive for all participants.
 - Monitor site activity, including common areas, washrooms, and outdoor grounds, to promote safety and order.
 - Address maintenance or supply needs promptly, coordinating with the management and operations teams.
 - Support meal service coordination with Kitchen Supervisors and volunteers.
 - Participate actively in crisis response and assist staff in managing emergency situations, including medical events or overdoses.
 - Maintain familiarity with participant and staff Codes of Conduct and ensure consistent application across shifts.
 - Assist with cleaning, organizing, and daily upkeep of program areas to maintain a safe and hygienic environment.
- Conflict Resolution & Safety
 - Lead de-escalation and conflict-resolution efforts, supporting staff and participants to maintain a calm and respectful environment.
 - Assess and respond to safety concerns, including calls for medical or emergency assistance when necessary.
 - Implement service restriction and reintegration processes as directed by Co-Coordinator, documenting all relevant interactions.
 - Communicate safety incidents and trends to leadership for review and follow-up.
 - Model consistent, nonviolent approaches to problem-solving and communication.
- Documentation & Information Collection
 - Complete and review incident reports, shift logs, and participant records to ensure accuracy and completeness.
 - Oversee intake and diversion documentation, supporting staff in gathering required consents and information.
 - Uphold confidentiality and professional standards in all written and verbal communication.
 - Participate in staff debriefs, team meetings, and ongoing training to strengthen consistency across the Hub.

Key Competencies:

Accountability: Takes responsibility for decisions, actions, and outcomes; models reliability and ethical conduct.

Leadership: Provides clear guidance, direction, and support to staff; fosters teamwork and consistent communication.

Judgement: Uses sound reasoning to make timely, effective decisions in complex or high-pressure situations.

Communication: Shares information clearly and respectfully with staff, participants, and partners; ensures transparency and consistency.

Collaboration: Works cooperatively with other supervisors, coordinators, and staff to ensure seamless service delivery.

Leadership: Provides supportive direction, fosters teamwork, and models professionalism under pressure.

Organizational Skills: Coordinates staff, supplies, and documentation effectively to maintain operational flow.

Problem Solving: Identifies creative, resourceful solutions to food, staffing, or logistical challenges.

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Professionalism: Upholds high standards of conduct, confidentiality, and reliability in all interactions.

Safety Awareness: Adheres to all health and safety protocols; ensures the physical and psychological safety of kitchen and program participants.

Adaptability: Responds flexibly to changing participant needs, staffing levels, and site dynamics.

Equity and Inclusion: Promotes a welcoming, respectful environment for people of all backgrounds, identities and abilities.

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.

- Commitment to the mission and values of One City Peterborough
- Experience working with individuals facing homelessness, poverty, or systemic barriers through a relational and harm-reduction lens.
- Strong leadership, coaching, and supervision skills with the ability to guide teams through dynamic or high-pressure situations.
- Experience in crisis response, de-escalation, and conflict management.
- Ability to work independently, make informed decisions, and communicate effectively under pressure.
- Knowledge of trauma-informed, anti-oppressive, and equity-based practices.
- Familiarity with shelter or community-service operations, documentation standards, and incident reporting.
- Understanding of local housing and homelessness systems and community supports.
- Satisfactory current and original copy of a Criminal Records Check, Vulnerable Sector Search, and Child Abuse Registry Check (required).
- Current First Aid/CPR certification (or willingness to obtain).

Work Conditions and Physical Capabilities:

- Work Location(s): Based at Trinity Hub (360 Reid St.), both inside program spaces and outdoors on the grounds.
- Hours: Flexible schedule required to support 22-hour operations, including days, evenings, overnights, weekends and holidays.
- Environment: Fast-paced and dynamic work setting with frequent interruptions, high levels of activity, and multiple concurrent demands.
- Exposure Risks: Potential exposure to infection, biohazards, harsh weather, pests, bodily fluids, conflict or violence, and uncontrolled substances.
- Physical Demands: Requires the ability to stand and walk for extended periods, lift or move items up to 50 lbs, perform cleaning duties, and respond promptly to safety or emergency incidents.

Key Relationships & Interactions:

Internal

- Hub Services Co-Coordinator
- Operations Administrator
- Director of Outreach Services
- Program Staff, Volunteers, and Placement Students
- Program Participants

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External

- Community Partners and Agencies
- Housing and Shelter Providers
- Emergency Services

NOTE: 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 committed to inclusion and equity and strives to ensure that our staff reflects the diversity of our community. We welcome those who have demonstrated a commitment to upholding the values of equity, diversity, and inclusion and will assist us to expand our capacity for diversity in the broadest sense. In addition, to correct the conditions of disadvantage in employment in Canada, we encourage applications from members of groups that have been historically disadvantaged and marginalized, including First Nations, Metis and Inuit peoples, Indigenous peoples of North America, racialized persons, persons with disabilities, persons involved in the criminal legal system, and those who identify as women and/or 2S LGBTQ+. We are committed to removing barriers to employment that are faced by equity-seeking groups and encourage (but do not require) members of these groups to self-identify as such in their cover letters.

Most of our staff work in the vulnerable sector, and are required to provide a Vulnerable Sector Check. We will disregard any results that are not relevant to the position or its requirements and invite open discussion around relevant results to develop a collaborative plan.

Approved by:	Tammy Kuehne
Date approved:	November 2025
Last reviewed date:	November 2025
Date and Signature:	