

One City Peterborough - Job Description

HUB SUPPORT WORKER

Position title:	Hub Support Worker (Trinity Community Hub)
Supervised by:	Co-Supervised by the Hub Services Co-Coordination
Compensation:	• Pay Scale - Direct Service Worker ▾ Base Pay ▾ as per 2025 Pay Scale. Hourly wage: \$22.47 per hour. • Not eligible for Health & Dental Benefits ▾ • Not eligible for Group Pension/RRSP ▾ • Not eligible for Paid Time Off (PTO) Days ▾
Hours:	Day, evening and overnight shifts; Holiday and weekend availability is required.
Duration:	Casual, Relief
Details:	This posting is for a new position ▾

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 Community 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.

Hub Support Workers provide direct, person-centered support across the Hub's daytime and overnight hours. This role involves welcoming participants, assisting with basic needs, supporting access to resources, monitoring shared spaces, and contributing to a safe, inclusive, and low-barrier environment. Support Workers play a key role in maintaining continuity of care, communication, and community within the Hub, working collaboratively with other staff and program participants. The position is co-supervised and supported by the Hub and Overnight Services Coordinators, with day-to-day guidance from Floor Supervisors.

Primary Duties and Responsibilities:

- Support & Space Management
 - Create a welcoming and inclusive environment that prioritizes safety, dignity, and belonging.
 - Orient participants to services, program guidelines, and expectations.
 - Build relationships through empathy, consistency, and harm-reduction principles, utilizing lived experience where appropriate.
 - Distribute meals, snacks, and supplies; assist with access to hygiene items, harm reduction materials, and other essentials.
 - Support the coordination of meal service and cleanup in collaboration with Kitchen Supervisors and volunteers.
 - Monitor program spaces, common areas, washrooms, and grounds; maintain regular presence and awareness throughout shifts.
 - Monitor environmental and safety conditions during outdoor shifts, providing redirection and relationship-based engagement with participants.
 - Assist with setup, teardown, cleaning, and overall site organization.
 - Participate in crisis response, including first aid or emergency assistance as needed.

One City Peterborough - Job Description

HUB SUPPORT WORKER

- **Service Navigation & Coordination**
 - Connect participants to available supports, including housing, healthcare, income, and community services.
 - Support participants with service navigation tasks such as consents, referrals, and applications.
 - Maintain communication with outreach and case management staff to ensure continuity of care.
 - Coordinate with Floor Supervisors and Coordinators to support participants under service restrictions, reintegration plans, or case discussions.
- **Conflict Resolution & Safety**
 - Support a calm, respectful environment through proactive relationship-building and de-escalation.
 - Identify and respond promptly to safety concerns or incidents, following established policies and procedures.
 - Collaborate with staff team during crises, maintaining professionalism and composure.
 - Communicate critical incidents clearly and promptly to the on-site supervisor or Coordinator.
- **Documentation & Communication**
 - Maintain accurate and timely records of participant interactions, incidents, and intakes.
 - Complete intake and consent processes, shift notes, communication logs, and other documentation as required.
 - Protect confidentiality and uphold professional standards in all written and verbal communication.
 - Participate in staff meetings, debriefs, and ongoing training to support team learning and consistency.

Key Competencies:

- **Accountability:** Takes ownership of assigned tasks, follows through on commitments, and adheres to organizational standards and procedures.
- **Compassion:** Demonstrates empathy, patience, and respect for all individuals, particularly those facing trauma, marginalization, or crisis.
- **Communication:** Listens actively and communicates clearly, respectfully, and professionally across diverse situations.
- **Collaboration:** Works cooperatively with team members, program participants and community partners to maintain a cohesive, supportive environment.
- **Crisis Response:** Uses sound judgment and calm decision-making to address emergencies or conflicts safely and effectively.
- **Dependability:** Demonstrates reliability, punctuality, and consistency in fulfilling shift responsibilities.
- **Professionalism:** Maintains a respectful, non-judgmental approach; upholds confidentiality and models ethical conduct.
- **Adaptability:** Responds effectively to changing priorities, participant needs, and environmental conditions.
- **Safety Awareness:** Prioritizes health and safety for all individuals; follows procedures for infection control, emergency response, and workplace hazards.
- **Equity and Inclusion:** Promotes a welcoming, respectful environment for people of all backgrounds, identities and abilities.

Qualifications:

One City Peterborough - Job Description

HUB SUPPORT WORKER

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 supporting individuals facing homelessness, substance use, or systemic barriers through a harm-reduction and trauma-informed lens.
- Ability to work effectively as part of a team in high-pressure or unpredictable environments.
- Strong communication and interpersonal skills, with capacity for empathy and boundary-setting.
- Ability to intervene and de-escalate during crisis or conflict situations.
- Demonstrated ability to manage supplies, costs, and donation streams effectively.
- Working knowledge of homelessness, housing programs, and community resources.
- Understanding of professional standards around confidentiality, safety, and documentation.
- Experience with case management or data entry systems (e.g., HIFIS) is an asset.
- 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): Primarily based at Trinity Community Hub (360 Reid Street), both inside program spaces and outdoors on the grounds.
- Hours: Variable shifts including days, evenings, overnights, weekends, and holidays.
- Environment: Fast-paced, team-oriented environment with frequent interruptions and exposure to challenging or unpredictable situations. Work involves simultaneous coordination of multiple tasks and collaboration with staff, volunteers, and participants in a shared, dynamic space.
- 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 tasks, and respond promptly to safety or emergency incidents.

Key Relationships & Interactions:

Internal

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

External

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

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,

One City Peterborough - Job Description

HUB SUPPORT WORKER

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, Executive Director
Date approved:	November 2025
Last reviewed date:	November 2025
Date and Signature:	T.Kuehne