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**Position Title:** Drop-In Program Supervisor

**Department:** Community Development & Food Security

**Location:** 40 Teesdale Pl., Scarborough, ON (and other locations as needed)

### **Warden Woods Community Centre**

Warden Woods is non-profit charitable organization that has been operating for over 50 years, with a mission to build caring, compassionate, just, and interdependent communities in southwest Scarborough.

### **Position Summary**

Reporting to the Manager of Community Development & Food Security, the Drop-In Program Supervisor is responsible for ensuring the development and implementation of appropriate Drop-In, Support and Intervention services for community members, including but not limited to those living in or at risk or living in poverty within Warden Woods communities, and particularly in the Teesdale community.

The Supervisor will supervise front line staff members (1-5+ FTE) and volunteer/student teams connected to the Teesdale Drop-In and other Community Development & Food Security initiatives as relevant.

### **Job Responsibilities**

- Lead daily operations year-round of the Drop-In Program at Teesdale, ensuring appropriate staffing levels and adherence to relevant policies, procedures and practices across staff, volunteer and student positions
- Provide direct supervision to front-line staff members
- Develop and implement Drop-In programs and services that are relevant, and that address the needs and interests of residents/community members
- Support Drop-In participants, collectively and individually, by linking them with appropriate resources, programs, services, and opportunities
- Work to establish and maintain a peaceful, collaborative and inclusive community environment, leading de-escalation and conflict management efforts
- Coordinate purchase and distribution of food and other resources
- Develop, promote, and support organizational events year-round
- Build, extend and maintain effective relationships with community and organizational partners
- Lead outreach efforts within the local community to ensure community members are aware of and integrated with our offerings
- Recognize issues of safety, security, and struggle within the local neighbourhood, pursue and support positive community development initiatives in partnership with community members
- Suggest and develop new program, service and support ideas to increase organizational impact, working with and for community members

- Collect and report on program statistics and activities, promptly and as required
- Solicit and respond to feedback and complaints about our program
- Track program expenses and resources accurately and consistently
- Represent Warden Woods community centre through networking relationships with community partners relevant to community members affected by poverty, homelessness, inadequate access to food and housing, mental health challenges, substance use and other factors
- Attend cross-departmental and organizational meetings and events, and contribute to building a healthy, productive, and responsive workplace
- Other duties as assigned

### **Qualifications:**

- At least 3 years of front-line work in a related community service environment (Drop-In, Social Recreation, Anti-Poverty programs and services, etc.)
- At least 2 years in a leadership position (Coordinator, Supervisor, Lead, etc.) in a related environment
- Strong commitment to the values of Drop-In and Food Security work among low-income community members- Accessibility, non-judgement, self-determination, harm reduction, housing and food justice, advocacy, Anti-Racism, etc.
- Post secondary education in social service work, community services or similar is an asset
- Demonstrated ability to develop and implement high-quality programs and services that are driven by and reflect community needs and interests
- High competence in conflict de-escalation and crisis intervention strategies
- Knowledge of programs, services, and resources for low-income community members in Scarborough especially, and Toronto in general
- Knowledge of the Teesdale community, and life in Southwest Scarborough, is a definite asset
- Excellent communication skills, verbal and written English skills are required
- Strong working knowledge of Microsoft Office applications, including Office 365 (Outlook, Teams)
- Valid driver's license is an asset
- This role is physically demanding- ability to lift bulk food and other items up to ~30 pounds, set-up tables, operate cleaning equipment, be on your feet for long periods, etc. is required as a daily part of the job
- Availability to work evenings and weekends will be required on occasion

### **Compensation and Hours of Work:**

- \$48,000 annual salary, may apply for benefits after 3 months
- Shift Hours: 9:00 am-4:30 pm Monday-Friday with some flexibility required
- No work from home arrangements are possible in this community-focused role

### **Application Instructions**

Please send resume and cover letter BY AUGUST 14, 2024 via e-mail only to:

**careers@wardenwoods.com** with subject line "Drop-In Supervisor"

WWCC is an equal opportunity employer committed to gender equality and social inclusion in our workplace. All qualified applications will receive consideration without regard to sex, gender identity, gender expression, sexual orientation, race, ethnic origin, colour, religion, nationality, disability, age, or any other characteristic protected by applicable law. We encourage all qualified persons to apply, particularly indigenous peoples, persons with disabilities, ethnic minorities, visible minorities, and others

While we thank all who apply, only those selected for interviews will be contacted.

