

## Job Description

**Position Title:** Drop-In Worker

**Department:** Community Development & Food Security

**Location:** 40 Teesdale Place, Scarborough, ON

**Organization:** Warden Woods Community Centre

## About Us

Warden Woods Community Centre is a multi-service charity working with and for communities to meet the evolving needs and interests of neighbours in Southwest Scarborough. Founded in 1970, our Programs and Services currently include daycare, early years, child and youth programs, adult and senior programs, drop-in's and emergency shelter.

Our mission is to build caring, compassionate, just and interdependent relationships with and for communities in Southwest Scarborough. For over 50 years WWCC has helped cultivate social and economic empowerment across the growing communities we serve.

[Warden Woods Community Centre](http://www.wardenwoods.com)

## Position Summary

Reporting to the Manager Community Development & Food Security or designate, the Drop-In Worker will be responsible for ensuring the provision of appropriate services to enhance the quality of life and personal wellness for participants of the Teesdale Drop-In Program who are under/unhoused or navigating the effects of poverty.

## Job Responsibilities

- Host the drop-in program during operating hours throughout the week.
- Welcome new participants with an orientation to the Drop-In Program, including a tour, overview of program activities, and explanation of code of conduct.
- Provide support, information, and referrals to Drop-In participants based on individual needs.
- Work to understand and assess the needs and interests of community members
- Lead and coordinate social recreation programs and informational/skill-building activities.
- Build trusting and professional relationships with participants to foster a welcoming and respectful non-judgemental environment.
- Provide support and supervision to program volunteers and student placements
- Work to support participants' and community's ongoing and longer-term wellness.
- Organize and distribute donations and maintain related records.
- assemble and distribute harm reduction kits.
- Maintain the cleanliness, safety, and attractiveness of the Drop-In space.
- Distribute TTC tokens to program participants according to policy.
- Accurately track program statistics and other data as required.
- Participate in training, staff development, and community outreach initiatives as needed.

- Support cross-departmental collaboration, contribute with enthusiasm to WWCC initiatives, and embody the values of Warden Woods as part of our unique communities.
- Other duties as assigned.

### **Qualifications**

- Minimum one year of direct work experience with under/unhoused community members and/or people navigating poverty, preferably in drop-in and/or harm reduction service provision.
- Post-secondary education in Social Work, Community Services, or equivalent training/work experience.
- Strong communication skills (oral and written) in English.
- Practical knowledge of housing first, harm reduction, trauma-informed approaches and anti-oppressive frameworks, including understanding of the systems of oppression impacting Black and racialized people.
- Experience in conflict resolution, consensus-building, stakeholder engagement is an asset.
- First Aid certification is required (can be obtained after hiring).
- Knowledge of Microsoft Office applications and general computer literacy.
- Knowledge of Southwest Scarborough is a definite asset.

### **Compensation and Work Conditions**

- **Status:** Full-time, Permanent
- **Hours:** 35 hours per week; Monday to Friday, 7-hour shift between 8 AM and 6 PM (occasional evenings and weekends)
- **Hourly Rate:** \$21.98
- **Work Location:** In person at 40 Teesdale Place, Scarborough, ON

### **Application Instructions**

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 applications from BIPOC people, 2SLGBTQIA+ community members, people with disabilities, and members of other equity-deserving groups. Please notify us as soon as possible of any adaptive measures you might require at any stage of the recruitment process.

Warden Woods Community Centre is a unionized workplace, and employees are represented by CUPE Local 5218; this is a bargaining unit position.

### **A criminal background check is required prior to commencing.**

To apply, please send your resume and a cover letter via email to [careers@wardenwoods.com](mailto:careers@wardenwoods.com) with **"Drop-In Worker"** in the subject line, **no later than May 18, 2025**.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.