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WARDEN WOODS
COMMUNITY CENTRE

74 Firvalley Court, Scarborough
Ontario, M1L 1N9
(416) 694 1138
www.wdenwoods.com

JOB POSTING

Position Title: Drop-In Program Supervisor
Employment Type: 12-Month Contract, Full-time
Annual Salary: $66,000
Location: 40 Teesdale Place, Scarborough, ON

Warden Woods Community Center
Warden Woods Community Centre is a neighbourhood centre, empowering neighbours to work together to meet local challenges and create shared approaches to building community. We have been working collaboratively to support the needs and interests of local communities in Southwest Scarborough since 1970. As a multi-service charitable organization, we provide essential supports like assisted living, daycare and meal programs, while also supporting caring, compassionate, just and interdependent community life for all. Learn more: wardenwoods.com

Position Summary

Reporting to the Director of Drop-In & Shelter in Community (or designate), 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
- Participate in the hiring, scheduling, and supervision of program staff and volunteers.
- 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

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- 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
- Support crisis prevention, de-escalation, and emergency response using a trauma-informed approach
- 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 environment (Drop-In, Social Recreation, Anti-Poverty programs and services)
- 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, etc.)
- Post secondary education in social service work, community services or similar is an asset

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- Demonstrated ability to develop and implement high-quality programs and services that are driven by community needs
- High competence in conflict de-escalation and crisis intervention
- Knowledge of programs, services, and resources for low-income community members in Scarborough, and Toronto
- Excellent communication skills, verbal and written English skills are a requirement
- Strong working knowledge of Microsoft office applications, including Office 365 (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, etc. is required
- Ability to work in a diverse environment within an anti-oppressive, client-centred framework
- Availability to work evenings and weekends will be required on occasion
- Successful completion of a criminal background check prior to start.
- Must be legally entitled to work in Canada.

Compensation and Hours of Work:

- **Employment Type:** 12-month contract, full-time
- **Hours:** 35 hrs/week, Monday-Friday, between 7:00 AM and 5:00 PM. Occasional flexibility may be required to support program operations.
- **Annual Salary:** $66,000
- **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 Black and racialized people, Indigenous peoples, 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.

To apply, please send your resume and cover letter via email to careers@wardenwoods.com with "**Drop-In Program Supervisor**" in the subject line, no later than **October 11, 2026**.