

## **ALL SAINTS CHURCH-COMMUNITY CENTRE**

### **DROP-IN MANAGER**

**POSITION:** Drop-in Manager

**LOCATION:** All Saints Church-Community Centre, 315 Dundas St.E., Toronto

**STATUS:** Full time, permanent position

**REPORTS TO:** Priest-Director

**SALARY:** Competitive salary and full benefit package

**HOURS:** 40 hours/week, Monday-Friday.

### **GENERAL FUNCTIONS**

Responsibility for the effective operation of a daily drop-in for homeless and housing-challenged people, and case management supports for people with health, substance use, and housing needs. To plan, administer, and evaluate the program, and undertake responsibilities including personnel management, budgeting, statistics, and record-keeping. Participation in lobbying and advocacy issues related to housing and homelessness, poverty, addictions, and mental health issues.

### **SERVICE RESPONSIBILITIES**

- Recruit, hire, supervise, and evaluate all drop-in staff, managing daily operations and developing a strong team working environment;
- Support staff and volunteers so they may be present with people, especially those most in need, in a space of connection, welcome, and practical help;
- Provide regular clinical guidance, input, and performance evaluations for the social worker, nurse, and housing support worker, coordinating with them to address issues of daily living for participants;
- Regular performance reviews for 8 direct reports;
- Ensure that accurate and timely program records, statistics and reports are maintained;
- Work with the treasurer to plan and implement a balanced budget for the drop-in on an annual basis;
- Support the staff teams of the Thursday afternoon and Friday morning women's drop-in programs;
- Develop effective strategies to engage drop-in participants, identifying their needs for the purposes of program evaluation and development;

- Support the development of an active volunteer program for All Saints;
- Interact with external agencies and volunteers and maintain productive working relationships with other community-based organizations.

### **ORGANIZATIONAL RESPONSIBILITIES**

- Maintain a close working relationship with the priest-director, meeting weekly, providing appropriate information, summary reports, and recommendations as required;
- Attend meetings and other drop-in activities as assigned;
- Work with the priest-director, staff, and others to assess and recommend action plans and standards;
- Assess community needs and issues with the priest-director, staff, and others to develop responses appropriate for community residents;
- Maintain confidentiality in regard to all participant and personnel matters;
- Other duties as assigned.

### **QUALIFICATIONS**

- Knowledge and understanding of the community sector, social service agencies, housing, homelessness, harm reduction, mental health and substance use issues;
- Post-secondary experience or equivalent combination of education, training, and experience;
- Experience in social justice issues, advocacy, and community building;
- Experience in program development and delivery;
- Experience in training and supporting staff, both paid and volunteer;
- Background in financial and administrative effectiveness;
- Strong organizational skills;
- Compassionate and collaborative leadership style;
- Ability to work in the community with an openness to the particularities of the community;
- Exceptional listening, verbal and written communication skills, and the ability to resolve problems;
- Highly developed conflict resolution, problem solving, facilitation, and communication skills;

- Ability to work independently, with minimal supervision;
- Extraordinary flexibility;
- Commitment to live and lead All Saints' vision of sharing in God's love at Dundas and Sherbourne, especially with those most in need, in a place of welcome, connection, and practical help.

**APPLY TO:** The Rev'd Dr. Alison Falby, All Saints Church-Community Centre,  
alison@allsaintstoronto.com

Applications will be accepted until the position is filled.