

Community Support Worker – Drop In



Term Position to March 31, 2027 with possibility of extension.
Two Positions available: one full time 37.5 hours per week, one part time 25 hours per week.

Wage: \$25.00 per hour

Shift: between 11:00 a.m. and 7:00 p.m.

Location: Oak Table Site, 107 Pulford Street

About 1JustCity

1JustCity is committed to creating communities where everyone is welcomed, valued, and supported. We provide a safe, inclusive, and welcoming space where community members can access meals, basic-needs supports, resources, and meaningful connections. We support over 1200 guests each week and operate an emergency warming shelter during the winter months.

We are seeking a compassionate, reliable, and skilled Community Support Worker to join our Oak Table team. This position is ideal for someone who is relationship-focused, comfortable working in a fast-paced environment, and committed to supporting people with dignity, respect, and without judgment.

About the Role

The Community Support Worker plays an important role in creating a welcoming, safe, and inclusive drop-in environment. You will build trusting relationships with community members, support day-to-day drop-in operations, respond to crises, and help individuals connect with appropriate community resources and services.

The successful candidate will work from a trauma-informed, anti-oppressive, culturally safe, and harm reduction approach, recognizing the strengths, dignity, autonomy, and lived experiences of each person accessing Oak Table.

Key Responsibilities

- Welcome and engage community members in a respectful, compassionate, and non-judgmental manner.
- Support daily drop-in operations, including meals, programming, clothing distribution, hygiene supplies, and other basic-needs supports.
- Build positive and trusting relationships through consistent and compassionate engagement.
- Respond calmly and effectively to conflicts, crises, overdoses, medical emergencies, and mental health concerns.
- Administer Naloxone and follow established emergency response procedures when required.
- Monitor the physical, emotional, and psychological safety of the drop-in space.
- Maintain a clean, organized, safe, and welcoming environment.
- Provide information, advocacy, and referrals related to housing, healthcare, income assistance, addictions treatment, cultural supports, identification, food security, and other community resources.
- Support volunteers, students, and partner organizations working within the drop-in.

- Complete accurate documentation of incidents, interactions, referrals, and other required information in accordance with organizational policies.
- Participate in team meetings, training, professional development, and continuous quality improvement initiatives.
- Work collaboratively with colleagues and community partners.
- Uphold and actively contribute to the mission, vision, and values of 1JustCity.

What You Bring

Knowledge & Skills

- Excellent interpersonal and relationship-building skills.
- Strong conflict resolution, communication, and de-escalation skills.
- Ability to remain calm and use sound judgment in high-pressure situations.
- Ability to work both independently and as part of a collaborative team.
- Strong verbal and written communication skills.
- Good organizational and time-management skills.
- Commitment to equity, inclusion, cultural safety, and anti-oppressive practice.
- Ability to establish appropriate professional boundaries while building authentic relationships with community members.
- Ability to work effectively with individuals from diverse backgrounds and with complex needs.

Experience

Experience supporting people experiencing one or more of the following is strongly valued:

- Homelessness or housing insecurity
- Substance use or addictions
- Mental health challenges
- Poverty
- Trauma
- Food insecurity

Experience working in community-based social services, outreach, shelters, drop-ins, harm reduction, or related settings is considered an asset.

Lived experience and knowledge of the communities we serve are also valued.

Required Knowledge

- Harm reduction philosophy and practices
- Trauma-informed care
- Indigenous cultural safety
- Anti-oppressive practice
- Understanding of colonization and its impacts on Indigenous Peoples
- Knowledge of Winnipeg community resources and support services

Certifications & Requirements

- Valid Manitoba Class 5 Driver's Licence
- Acceptable driver's abstract required
- CPR/First Aid
- Mental Health First Aid
- ASIST, or willingness to obtain
- NVCI or equivalent de-escalation training

- Naloxone Administration
- HIFIS Training and experience preferred
- Willingness to participate in additional training as required

Working Conditions

This is a hands-on, community-based position in a busy drop-in environment. The successful candidate should be comfortable with:

- Working in a fast-paced and sometimes unpredictable environment.
- Responding to crisis situations and challenging behaviours.
- Frequent standing, walking, and other physical activity.
- Working with individuals with diverse and complex needs.
- Lifting up to 50 lbs.
- Working evenings and weekends as required.
- Working in an environment where individuals may be experiencing homelessness, substance use, mental health challenges, poverty, and other complex circumstances.

Why Work with 1JustCity?

As a Community Support Worker, you will have the opportunity to make a meaningful difference in the lives of people who may experience significant barriers to accessing traditional services.

Every day is different. You will build relationships, respond to immediate needs, connect people with resources, and help create safer and more connected communities.

If you are compassionate, resilient, adaptable, and committed to meeting people where they are, we encourage you to apply.

How to Apply

Please submit your resume and cover letter outlining your relevant experience and interest in the Community Outreach Worker position through indeed.com or by email: jobpostings@1justcity.ca. Please identify if you are applying for a part time or full time position and include your phone number and email address in your application.

1JustCity is committed to employment equity, diversity, and inclusion and to creating a workplace reflective of the community we serve. We encourage applications from all qualified individuals, with a strong priority placed on increasing Indigenous representation on our team. We also welcome applications from racialized and 2SLGBTQIA+ individuals. Accommodations as needed are available upon request throughout the hiring process.

We thank all applicants for their interest. Only candidates selected for an interview will be contacted.