

Drop-In Support Worker

Full-time, 1 year term

Salary: \$ 21.26 per hour

Generous Benefit package.



Reports to: Site Lead

About 1JustCity

1JustCity operates drop-in sites across three vulnerable Winnipeg neighborhoods, serving over 1,200 individuals weekly. We work with people experiencing poverty, housing insecurity, mental health challenges, addiction, and social isolation. In winter, we also operate an Emergency Overnight Warming Shelter called Just a Warm Sleep. We provide trauma-informed, harm-reduction-focused services and strive to create a welcoming, inclusive environment.

Job Purpose

The Drop-In Support Worker is an essential part of 1JustCity's team, working closely with staff and volunteers to support drop-in programs and community services. This role helps participants discover and access various services and resources, supports daily drop-in activities, registers guests, greets visitors, and ensures a safe and welcoming environment for all.

Responsibilities

- Greet guests, complete intake and registration, and provide information about 1JustCity programs and services
- Support daily drop-in activities such as movies, bingo, and other community programs
- Monitor safety and well-being of participants and respond to any incidents or emergencies
- Assist with program preparation, clean-up, and maintenance of common areas
- Help with donation management including sorting, tracking, and distribution of food and supplies
- Maintain accurate records, including daily logs, incident reports, and program statistics
- Collaborate with staff and volunteers to ensure smooth operation of drop-in services and community programs
- Support guests in accessing external services such as health cards, food banks, and other community resources
- Participate in ongoing safety training and professional development

- Work closely with staff and volunteers to support programs and ensure a safe, welcoming environment for all

Essential Skills and Experience

- Experience supporting diverse communities and working directly with individuals facing various challenges
- Familiarity with practical harm reduction strategies and tools used to promote safety and well-being
- Ability to approach interactions from a trauma-informed and respectful perspective, ensuring participants feel heard and supported
- Understanding of local services and resources for people navigating poverty, unstable housing, mental health issues, substance use, and experiences of violence
- Ability to build positive, respectful relationships with guests, volunteers, and staff
- Ability to respond calmly and effectively to challenging or emergency situations
- Experience using Microsoft Outlook, Word, Excel, Access, or other database programs
- Ability to work independently and collaboratively as part of a team
- Flexibility and adaptability in a fast-paced environment
- Maintain professional boundaries and a non-judgmental attitude

Education and Qualifications

- Post-secondary education in a relevant social services field or equivalent experience preferred
- ASIST Suicide Prevention, CPR/First Aid, Non-Violent Conflict Management/Crisis Intervention, Naloxone administration, and Food Handlers Certificate

Requirements

- Criminal record check and child abuse registry is required due to the nature of the position.

Working Conditions

- Full-time, 40 hours per week; may include occasional evening or weekend shifts
- Fast-paced, close-contact environment with staff, volunteers, and vulnerable community members
- Exposure to crisis situations, conflict, mental health emergencies, and sharps
- Some physical work including lifting, bending, and navigating stairs

1JustCity is an equal opportunity employer and we encourage individuals of minority, who are comfortable, to self-identify. We ask that all job applications please identify any accommodation requirements. Preference given to Indigenous candidates

Please submit a resume and cover letter to the attention of the Hiring Committee with the title of the position in the subject line. The cover letter should indicate how your experience meets the job requirements. Please include contact information (phone number and/or email address) in your application.

Please apply on ca.indeed.com or by email: jobpostings@1justcity.ca

We thank everyone for their interest, however only candidates selected for an interview will be contacted.