INTERNAL/EXTERNAL

Job Title:	Drop-In Access and Engagement Worker
Position Type:	Bargaining Unit, Full-Time, Contract (until April 15, 2027)
Number of Positions:	1
Reason for Posting:	New Position
Rate:	$29.40 per hour
Vacation:	7% Vacation Pay
Hours:	37.5 hours per week, Monday to Friday, 2:30pm -10:30pm with some flexibility required depending on program-needs
Supervisor:	Supervisor, Drop-in Extended Program
Posting Date:	October 28, 2026
Application Deadline:	November 6, 2026
Location:	40 Oak St. and other Community Services drop-in locations as needed

Why Fred Victor?
For over 130 years, Fred Victor has been a leader in helping people rebuild their lives in Toronto. Our mission is to improve the health, income and housing stability of people experiencing poverty and homelessness. We are committed to ending homelessness, one person at a time. We work in partnership with women and men from diverse backgrounds who face poverty, homelessness, mental health issues, addictions, and social isolation to address their needs and hopes and advocate for a more equitable society.

The **Community Services (CS)** department at Fred Victor is a multi-service, multi-site structure that encompasses the 40 Oak Community HUB and community programs, Employment and Training Services, Drop-Ins, Keep Cool Programs, and Food Services. Additionally, it operates social purpose enterprise with catering and community outreach services and spearheads a significant Peer Training Initiative that prioritizesthe involvement of individuals with lived experience.

The Drop-in Extended Program will operate during Extreme Cold Weather alerts from November 15, 2026, to April 15, 2027, with extended hours of 2:30pm – 10:30pm. The program will provide respite from cold weather, snacks and beverages, shower and laundry facilities, community referrals and harm reduction services utilizing a low-barrier philosophy.

The Drop-In Access and Engagement Worker welcomes people into the 40 Oak drop-in during extended evening hours, orients them to the space and helps create an environment that is safe, accessible and welcoming.
Crisis prevention and de-escalation are central to the role. The worker approaches their work through this lens, noticing tension early, responding calmly and respectfully, and helping to create a dignified space where every participant feels welcome.

The role brings a deep understanding of the programs and services available in the drop-in, including meals and food access, showers, laundry and harm reduction, as well as Fred Victor programs across the organization. Using this knowledge, the worker refers participants and connects them to the right supports, working closely with Fred Victor system navigators and program staff.

The role also follows the booking calendar for the space, coordinates room set-up for partners and groups, and supports community partners who access the space during extended hours, so partner services run smoothly and participants can benefit from them.

Through this work, the role directly supports the purpose of the drop-in: keeping the space safe and welcoming, reducing isolation, improving food security and access to services, and strengthening community.

Does this sound like work you want to be a part of?
We offer a supportive and collaborative environment, an opportunity to join a diverse team of caring professionals and a chance to make a difference. With over 75 programs and 25 sites, there are lots of opportunities to grow your career with us. Many members of the management team started in relief and front-line roles.

What You Will Do:
Welcome and Orientation

- Act as an active member of the drop-in team during extended evening hours, supporting low-barrier services for people experiencing homelessness or housing instability.
- Greet and welcome participants, and orient new guests to the space, how it works and what is available.
- Direct participants to the appropriate program spaces and services when they arrive.
- Support participants to access the shower and laundry program, working alongside Peer Drop-In Workers to reduce barriers to participation.
- Build respectful, trusting relationships that recognize participants' goals, lived experience and strengths.

Crisis Prevention, De-Escalation and Dignity

- Approach all work through a crisis prevention lens, noticing early signs of tension or distress and responding before situations escalate.
- Use calm, respectful, trauma-informed de-escalation to resolve conflict and crisis, working alongside the drop-in team.
- Help create and maintain a dignified space where participants feel welcome, respected and safe.
- Support participants in distress and connect them to the right staff or supports.
- Take part in debriefs and incident follow-up and share learnings that strengthen safety in the space.

Knowledge of Drop-In Programs and Services

- Maintain a deep, up-to-date understanding of the programs and services available in the drop-in, including meals and food access, showers, laundry, harm reduction supplies, health and wound care partners, and any evening programming.
- Know the hours, eligibility and access process for each service so participants get clear and accurate information.
- Stay informed of Fred Victor programs and community resources across the organization and share updates with the drop-in team.

Referral and Connection to Supports

- Refer participants to Fred Victor system navigators, who lead system navigation, advocacy and case planning.
- Through referrals, connect participants to Fred Victor programs and services, including mental health, harm reduction, shelter, housing, case management, employment and health supports.
- Follow up with participants and colleagues to confirm connections have been made, where appropriate.

Space Bookings and Partner Support

- Follow the booking calendar for the space and coordinate room set-up and readiness for partners and groups using the space.
- Welcome community partners accessing the space in the evenings, and orient them to the drop-in, its policies and safety protocols.
- Act as the main on-site contact for evening partners, supporting smooth coordination between partners and the drop-in team.

- Help participants learn about and connect to partner services offered in the space.
- Track partner use of the space and gather feedback to help strengthen partnerships.

Harm Reduction and Safety

- Apply a harm reduction approach in every interaction: compassionate, lifesaving and client-centered, meeting people where they are without judgment.
- Understand and help participants access the continuum of harm reduction services available in the drop-in, offered directly and through partnerships. These include, but are not limited to, overdose prevention, harm reduction supplies, mental health supports and peer-led programming.
- Recognize treatment and recovery as part of this continuum and connect participants to treatment and recovery services through referral when they are interested.
- Follow overdose response and safety protocols and respond as part of the team when needed.

Teamwork and Data

- Collaborate with other Fred Victor drop-in locations, food access, community engagement and volunteer teams for integrated service.
- Track referrals, connections, space bookings and partner use, and maintain accurate service data in line with reporting requirements.
- Take part in team meetings and organizational initiatives that support continuous quality improvement and promote drop-in services.

What You Bring to the Team:

- Degree or diploma in Social Services, Community Development or a related area, or an equivalent combination of education and lived experience.
- Experience supporting people with lived experience of homelessness, mental health challenges and substance use, ideally in drop-in or community settings.
- Experience working with booking calendars, scheduling or coordinating with community partners.
- Demonstrated skill in crisis prevention and de-escalation in community or drop-in settings.
- Strong organizational skills and attention to detail, including documentation and record keeping.
- Ability to work independently and collaboratively within multidisciplinary teams.
- Naloxone, First Aid and CPR, and de-escalation training, or willingness to complete on hire.

What Sets You Apart:

- You have a strong understanding of and commitment to work from a trauma informed, anti-racist/oppression and client centered approach
- You have excellent interpersonal, communication and relationship-building skills with a client-centered, non-judgmental approach.
- You are resourceful and have strong knowledge of social services and community resources in Toronto, and the ability to learn programs quickly and explain them clearly.
- Demonstrated understanding of professional boundaries and confidence in asserting and maintaining strong boundaries
- You have strong knowledge of harm reduction approaches and the importance of providing practical, non-judgmental, and supportive services.
- High integrity; genuine commitment to social justice, equity, anti-racism, anti-oppression, and the dignity of every person who walks through the drop-in door.

Working Environment:

- Evening shifts during the extended drop-in, ending at 10 p.m.
- Some physical activity, including standing for long periods and preparing rooms for bookings.
- Exposure to challenging and unpredictable situations, including overdose and crisis, with team support and debriefs in place.
- Possible exposure to unpleasant odors.

- Occasional exposure to pests such as bed bugs, mice and cockroaches.
- Travel between Community Services program sites via TTC.

Compensation and Benefits:

- For the Drop-In Access and Engagement Worker, Fred Victor offers an hourly rate of $29.40
- 7% vacation pay
- Access to employee and family assistance plan

How You Can Apply:

Internal employees who are interested in this opportunity are encouraged to apply through ADP by navigating to **Myself > Talent > Career Centre**. External candidates may apply using this link: Fred Victor ADP Career Centre or by scanning the QR code:

Please note that we are currently soft-launching our new online hiring system through ADP. During this transition, not all job postings are available in the system yet. We appreciate your patience as we work through this transition. As part of the application process, applicants are asked to upload their resume and a cover letter as one document describing their interest in joining the Fred Victor team

A Police Record Check is required by the final candidate prior to hiring.

Accessibility & Accommodation

Fred Victor is committed to fostering an inclusive and accessible environment where employees feel valued and respected, and where every employee has the opportunity to realize their potential. As such, we welcome and encourage applicants who identify as racialized persons, Indigenous persons, persons with disabilities, and persons across the spectrum of sexual orientation and gender identities and have lived-experience.

If you are a person with a disability and require accommodation and/or assistance during the application process, please contact us in advance. We strive to provide reasonable accommodations whenever requested. Information received relating to accommodation requests will be treated with confidentiality.