



# **JOB POSTING**

**Coordinator, Community Wellbeing & Support**  
*Casual/Relief with opportunity for conversion*  
Job #26-01

## **ELIGIBILITY TO APPLY**

Anyone is invited to apply for this position.

## **ABOUT THE PROJECT**

The 519's Community Wellbeing Plan is a multi-year, cross-organizational plan focused on advancing community wellbeing, resilience, safety, and belonging by deepening The 519's local and community development, engagement and activation activities. This inter-departmental team, works closely with staff across The 519, partner organizations, and neighbourhood actors in the development and implementation of the plan. This exciting opportunity is well suited for energetic, inventive thinkers with a commitment to equity, 2SLGBTQ+ communities, and on the ground community-based work.

## **PRIMARY FUNCTION**

Reporting to the Manager, Community & Peer Programs, the Casual Coordinator, Community Wellbeing & Support provides community-facing leadership, engagement, and crisis-responsive support that advances The 519's Community Wellbeing Plan. This role is called upon on a casual/relief basis as required to ensure continuity of community wellbeing, safety, and engagement functions during peak service times, special events, staff absences, emergency responses, and periods of increased community need.

This position serves as a first point of contact for community members entering The 519 and plays a critical role in maintaining a safe, welcoming, and well-activated community centre and neighbourhood environment. The role requires independent judgment, advanced crisis prevention and intervention skills, and the ability to lead community-facing activities with minimal supervision during assigned shifts.

The position supports and leads low-barrier community programming, lobby and building animation, neighbourhood engagement, outreach, and emergency response activities within The 519 building, Barbara Hall Park, and the Church-Wellesley neighbourhood. The role contributes directly to community safety, social cohesion, harm reduction, neighbourhood development, and access to essential supports for diverse 2SLGBTQ+ communities, including people experiencing houselessness, substance use, mental health challenges, violence, and social isolation.

## **KEY ACCOUNTABILITIES**

- Act as a visible and engaged community-facing presence in The 519's lobby, program spaces, and outdoor areas/neighbourhood, welcoming community members and ensuring safe, inclusive, and respectful engagement and use of space.

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- Provide leadership during assigned shifts in the delivery of low-barrier community supports, building/neighbourhood animation initiatives, and referrals and supplies distribution.
- Utilize advanced relationship-building, crisis prevention, de-escalation, and crisis intervention skills to respond to complex interpersonal conflicts, safety concerns, and critical incidents involving community members, volunteers, or visitors.
- Respond collaboratively to emergencies and critical incidents, including coordinating internal responses, mobilizing supports, and liaising with partner agencies as required.
- Support the enactment of The 519's Hazardous Weather Plan during extreme weather events, including outreach, coordination of supports, and safety monitoring.
- Support low-barrier community programming and engagement activities in The 519 building, Barbara Hall Park, and the surrounding neighbourhood (e.g., arts-based activities, skills-building workshops, community gatherings, park stewardship activities, outreach and tabling, festivals, etc.).
- Support the coordination and delivery of existing drop-in programs, including program set-up and tear-down, food service, kitchen tasks, team debriefs, and participant support.
- Bridge basic needs gaps for community members through the provision of harm reduction supplies, food, clothing, shelter and housing referrals, health and mental health referrals, and emergency supports.
- Engage in outreach and relationship-building with people who use drugs, including harm reduction supply distribution and community clean-up using prescribed PPE.
- Support internal, neighbourhood, and partner capacity building through education and training, workshops, and engagement opportunities to deepen knowledge and practical skills concerning anti-violence approaches, community and climate resiliency, mental health and substance use, overdose recognition and response, community crisis response, and share timely information about meaningful services, supports, resources, referrals, and opportunities.
- Represent The 519 as a trusted ambassador in interactions with neighbourhood residents, partner organizations, and community tables during assigned shifts.
- Provide direct service supports to 2SLGBTQ+ community members who have experienced violence, including systems navigation, advocacy, and referrals.
- Provide leadership, guidance, and oversight to volunteers during programs and events as required.
- Maintain accurate documentation, including incident reports, shift notes, attendance data, and service statistics.
- This role requires regular engagement with sensitive, high-risk, and complex situations and involves independent decision-making during assigned shifts, with escalation to management as required.

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- Implement and abide by The 519's policies and procedures and meet the expectations of the Toronto Public Service By-law. Comply with all applicable legislation and regulations including coordination and training of volunteers (where applicable), confidentiality, MFIPPA and purchasing and inventory control systems.
- Participate in and support The 519's cross-organizational activities, initiatives, and meetings.
- Collect and maintain appropriate records, conduct research, analysis as needed. Prepare reports in compliance with organizational demands, applicable legislation, funding requirements and regulations under MFIPPA.
- Ability and comfort working in community wherein some community members are marginalized, experiencing homelessness, poverty, mental health and substance use crisis.
- Sound decision-making and judgment skills with the ability to effectively manage communications with a wide range of stakeholders.
- Other relevant duties as assigned.

### KNOWLEDGE AND EXPERIENCE

- 1) Post-secondary education in a related field (e.g. community services, crisis services, health, recreation) and/or equivalent combination of education, training and extensive related experience with at least 3 years in a related community service role.
- 2) Extensive knowledge of community wellbeing, anti-violence frameworks, harm reduction practices, and community resilience approaches.
- 3) Demonstrated expertise in crisis prevention, de-escalation, and crisis intervention in complex, fast-paced environments.
- 4) Strong understanding of issues affecting diverse 2SLGBTQ+ communities, including people who use drugs/crystal meth, people who have experienced violence or trauma, and people who are un/underhoused.
- 5) Demonstrated experience supporting and tracking low-barrier community programs, engagement activities, events, or outreach initiatives.
- 6) Strong relationship-building, facilitation, and communication skills with the ability to work collaboratively across teams and sectors.
- 7) Knowledge of the Church-Wellesley and Downtown East communities, including local networks, resources, and community dynamics.
- 8) Experience providing direct service supports, systems navigation, advocacy, and referrals.
- 9) Demonstrated ability to work independently, exercise sound judgment, and manage competing priorities during assigned shifts.
- 10) Commitment to social justice principles and an understanding of the intersection of gender, race, sexuality, and class; this position requires a commitment to and passion for social justice.

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- 11) Demonstrated ability to work with 2SLGBTQ+ communities including demonstrated experience integrating anti-racism, anti-oppression and intersectional values and principles into daily practice.
- 12) Highly developed conflict resolution, problem solving and communication skills.
- 13) Demonstrated understanding of the role that community centres play in local neighborhoods.
- 14) Demonstrated ability to work both independently and within a team structure.
- 15) Excellent interpersonal skills with the ability to maintain cooperative working relationships with staff, volunteers, community partners, program participants and the public.
- 16) Ability to follow verbal and written instructions in English.
- 17) Ability to read, write, and maintain manual and electronic records and reports.
- 18) Working knowledge of MFIPPA and other relevant legislation.
- 19) Demonstrated ability to work under pressure to meet deadlines, to organize and prioritize work.
- 20) Proficient in Windows, Microsoft Office Suite, and database applications including Salesforce.
- 21) Knowledge of relevant community resources, particularly those related to support people experiencing homelessness, mental health crisis and additional issues
- 22) Role requires a creative individual with highly developed relationship building and maintenance, as well as communication skills, and the proven ability to work collaboratively and connect with diverse communities through innovative initiatives and holistic community engagement practices to foster community wellbeing.
- 23) Experience in developing and coordinating community programming and events
- 24) Demonstrated experience in effective outreach and community mobilization
- 25) Able to lift 30lbs and move/set up/strike tables, chairs, basic furniture items, outreach items, and support with kitchen tasks like food service and dishwashing.

### POSITION DETAILS

<b>Position Status</b>	Casual / Relief <i>with opportunity for conversion</i>
<b>Union Status</b>	Union Position - CUPE Local 2998 – Wage Grade 9
<b>Starting Hourly Rate</b>	\$29.36/hour starting rate (City of Toronto 2026 Wage Grid for Union Staff) (Range \$29.36/hour-\$34.00/hour)
<b>Benefits</b>	Not eligible for health and dental benefits. Optional enrollment in OMERS pension plan effective Day 1.
<b>Hours of Work</b>	Casual/Relief as required. Various shifts, including weekdays, evenings and weekends.
<b>Vacation</b>	Receive 4% vacation pay on every pay cheque



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<b>Location</b>	Due to the nature of this position, the successful applicant will be expected to work on-site at The 519 and in the Church-Wellesley neighbourhood.
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### APPLICATION INSTRUCTIONS

Email your cover letter and resume as one document to [Careers@the519.org](mailto:Careers@the519.org) no later than **11:59pm on Sunday, January 25, 2026**. Please quote **Job #26-01** and your name in the cover letter and in the subject line of the email. For example, in the subject line write "Job 26-01 First Name Last Name". Please also share which pronouns you would like us to use when corresponding with you (directly and within The 519) in your email or your cover letter.

**Applicants are required to demonstrate in their resume that their qualifications match those specified in the job posting.**

*The 519 actively encourages applicants from all equity seeking groups. The 519 embraces diversity and is committed to creating an inclusive workplace. Our goal is to attract, develop, and retain highly talented employees from diverse backgrounds allowing us to benefit from a wide variety of experiences and perspectives. We thank all applicants. No agencies please.*

**Accommodation:** *The 519 is committed to creating an accessible and inclusive organization. We are committed to providing barrier-free and accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require Code-protected accommodation through any stage of the recruitment process, please make them known when contacted and we will work with you to meet your needs. Disability-related accommodation during the application process is available upon request.*