



JOB POSTING

Internal/External – Job #26-24

Manager, Community Access & Crisis Response

Full-Time

ELIGIBILITY TO APPLY

Anyone eligible is invited to apply for this position

PRIMARY FUNCTION

Reporting to the Director, Community Well-Being, the Manager, Community Access and Crisis Response is responsible for maintaining a welcoming, accessible, responsive, and well-functioning environment throughout The 519.

As the primary operational lead during assigned hours, the Manager provides visible leadership across the building, responds to community concerns, supports staff and volunteers, coordinates responses to incidents and crises, and ensures community members are able to access The 519's spaces, programs, and services in a manner that reflects the organization's values of dignity, inclusion, harm reduction, and community care.

The Manager serves as the designated Manager on Duty and is responsible for real-time operational decision-making related to community concerns, building access, crisis response, de-escalation, service disruptions, and community wellbeing.

The role works closely with Operations, Programs, Facilities, and Community Well-being teams to create an environment that is welcoming, responsive, and supportive while balancing the realities of a busy community hub serving diverse populations with complex needs.

The Manager approaches all work through anti-oppressive, trauma-informed, accessibility-focused, and harm reduction frameworks.

KEY ACCOUNTABILITIES

Building Leadership & Community Presence

- Serve as the designated Manager on Duty during assigned shifts.

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Internal/External – Job #26-24

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- Maintain a highly visible and approachable presence throughout the building.
- Monitor community dynamics, public spaces, and operational conditions.
- Provide real-time leadership and decision-making regarding building operations and community concerns.
- Support the smooth functioning of programs, services, events, and community activities.
- Respond to emerging issues and coordinate appropriate responses.
- Act as the primary escalation point for staff, volunteers, and community members regarding operational and community concerns.
- Support a welcoming and inclusive environment that promotes dignity, belonging, and accessibility.

Crisis Response & De-escalation

- Lead responses to behavioral incidents, conflicts, disruptive situations, and urgent community concerns.
- Provide advanced de-escalation and conflict resolution support.
- Support staff responding to challenging situations involving mental health crises, substance use, interpersonal conflict, or disruptive behavior.
- Coordinate appropriate responses to emergencies and critical incidents.
- Facilitate communication and coordination during incidents.
- Complete and review incident documentation and follow-up actions; including leadership and coordination at internal review and decision-making committees.
- Identify patterns and emerging concerns and recommend preventative strategies.
- Support restorative and community-based approaches to conflict whenever possible.

Community Access & Inclusion

- Ensure community members are able to access programs, services, facilities, and supports effectively.
- Support equitable and accessible use of public and shared spaces.
- Address barriers to access and respond to community concerns regarding inclusion and participation.
- Support navigation and wayfinding throughout the building.



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- Ensure operational practices align with accessibility, anti-oppression, and inclusion commitments.
- Support positive relationships between diverse groups using the building.

Volunteer & Centre Host Leadership

- Provide day-to-day leadership to lobby-based volunteers.
- Support volunteer orientation, coaching, scheduling coordination, and ongoing development.
- Ensure volunteers are equipped to support access, navigation, information sharing, and community connection.
- Foster a culture of hospitality, inclusion, and community care.
- Support community engagement and relationship-building initiatives.

Operational Coordination

- Work closely with Operations, Programs, Facilities, and Community Well-being teams.
- Coordinate responses to operational issues that impact community members, programs, or services.
- Maintain real-time understanding of building and staff-team support needs, programming, activities, events, community member needs, and complaints management.
- Support implementation of operational policies and procedures.
- Communicate emerging concerns, trends, and recommendations to leadership.
- Participate in operational planning, preparedness, and continuous improvement initiatives.
- Support implementation of community access and response strategies across the organization.

Leadership & Organizational Contribution

- Model The 519's values and commitments in all interactions.
- Contribute to organizational learning related to community response, harm reduction, accessibility, and community wellbeing.
- Participate in staff training, policy development, and continuous improvement initiatives.

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- Support the development of a community-centred alternative to traditional security approaches.
- Contribute to a culture of collaboration, accountability, and care.
- Providing supervisory guidance to community-facing staff, with the associated responsibilities under the ESA
- Demonstrates sound judgement, risk management, effective debriefing, and leadership regarding health and safety standards and obligations.
- Contribute to neighborhood, cross-divisional, and partner-based initiatives, tables, and committees that advance community wellbeing and safety.

KNOWLEDGE AND EXPERIENCE

Education

- Post-secondary education in social work, community development, public health, crisis intervention, conflict resolution, community safety, hospitality, or a related discipline, or an equivalent combination of education and experience.

Experience

- Minimum five years of progressive experience in community-based services, harm reduction, supportive housing, community health, outreach, crisis response, or related settings.
- Experience responding to complex situations involving mental health, substance use, trauma, conflict, and behavioural concerns.
- Experience working in highly diverse public-facing environments.
- Experience supervising staff, volunteers, peer workers, or community leaders.
- Experience coordinating responses across multiple teams and stakeholders.
- Experience applying trauma-informed, anti-oppressive, accessibility-focused, and harm reduction approaches.

Knowledge & Skills

- Advanced de-escalation, conflict resolution, and crisis intervention skills.
- Strong knowledge of harm reduction philosophy and practice.
- Strong understanding of anti-oppression, equity, accessibility, and inclusion principles.

JOB POSTING

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- Knowledge of community-based and non-carceral approaches to community response.
- Excellent judgement and decision-making under pressure.
- Strong interpersonal and relationship-building skills.
- Ability to remain calm and effective in complex and rapidly changing situations.
- Strong written communication, documentation, and reporting skills.
- Demonstrated ability to build trust with diverse communities and stakeholders.
- Ability to work evenings, weekends, and flexible schedules as required.

TERMS OF EMPLOYMENT

Position Status	Full-Time, Permanent
Union Status	Non-Union – Management
Salary Range	\$74,230 - \$97,533 (wage grade 5)
Benefits	Enrolled in health, dental, life and disability benefits from day one; Mandatory OMERS pension enrollment from day one.
Hours of Work	35 hours per week (Sunday 9:00am – 5:00pm; Monday-Thursday 11:00am – 7:00pm). Standard hours of work may change based on operational requirements.
Vacation	3 weeks per year, to be used after first year of employment
Location	Due to the nature of the work, this job works primarily onsite at The 519, and has a presence in the Church-Wellesley village and in Toronto's Downtown East neighborhoods (The 519's catchment area) more generally.

APPLICATION INSTRUCTIONS



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Email cover letter and resume to Careers@The519.org no later than 4:00 p.m. on August 24, 2026. Applicants must quote **Job # 26-24** in the cover letter and in the subject line of the email.

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.*