



JOB POSTING

Internal/External – Job #26-25

Manager, Community Access & Crisis Response

Part-Time (24 hrs/week)

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 (Part-Time) is responsible for maintaining a welcoming, accessible, responsive, and well-functioning environment throughout The 519 during assigned shifts.

As the senior operational leader on site, 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 exercises independent operational decision-making related to community concerns, building access, crisis response, de-escalation, service disruptions, and community wellbeing.

Working primarily during weekends, the role helps ensure consistent leadership and organizational continuity by maintaining strong communication with weekday leadership, documenting emerging issues, and supporting seamless transitions between weekend and weekday operations.

The role works closely with Operations, Programs, Facilities, and Community Wellbeing 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.

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KEY ACCOUNTABILITIES

Building Leadership & Community Presence

- Serve as the designated Manager on Duty during assigned shifts.
- Maintain a highly visible and approachable presence throughout the building.
- Monitor building operations, community activity, and neighbourhood conditions, identifying emerging issues and coordinating appropriate responses.
- 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 behavioural 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 behaviour.
- Coordinate appropriate responses to emergencies and critical incidents.
- Facilitate communication and coordination during incidents.
- Complete incident documentation, operational reports, and shift handovers.
- Identify emerging trends and recurring concerns and communicate recommendations to leadership.
- Support restorative and community-based approaches to conflict whenever possible.

Community Access & Inclusion

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- 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.
- 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 and support to lobby-based volunteers and Centre Hosts.
- Ensure volunteers have the information, guidance, and support required to assist community members effectively.
- Foster a culture of hospitality, inclusion, and community care.
- Support positive engagement between volunteers, staff, and community members.

Operational Coordination

- Work closely with Operations, Programs, Facilities, and Community Wellbeing teams to coordinate responses to operational issues affecting community members, staff, programs, and services.
- Resolve operational issues within assigned authority and escalate matters requiring additional organizational support.
- Communicate operational updates, critical incidents, and emerging issues to leadership.
- Complete accurate documentation, incident reports, and shift handovers that support continuity between weekend and weekday operations.
- Identify recurring operational issues and recommend improvements to strengthen community access and crisis response.

Leadership & Organizational Contribution

- Model The 519's values and commitments in all interactions.

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- Work collaboratively with the weekday Manager, Community Access & Crisis Response to ensure continuity of leadership including management coverage for the team as required, consistent decision-making, effective handovers, and coordinated responses to emerging community and operational issues.
- Support a culture of collaboration, accountability, and community care.
- Participate in staff meetings, training, and organizational initiatives as required.
- Contribute observations and recommendations that strengthen community access, crisis response, and organizational practice.

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 three (3) years of progressively responsible 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 providing day-to-day leadership or supervision to 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.



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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 primarily weekends, with a regular weekday shift to support continuity of operations, and occasional flexibility as operational needs require.

TERMS OF EMPLOYMENT

Position Status	Part-Time, Permanent
Union Status	Non-Union – Management
Salary Range	\$74,230 - \$97,533 for 35 hours per week (wage grade 5); prorated
Benefits	Enrolled in health, dental, life and disability benefits after completion of probation; Optional OMERS pension enrollment from day one.
Hours of Work	24 hours per week (Thursday 1:00pm-9:00pm, Friday 1:00pm - 9:00pm, Saturday 9:00am – 5:00pm). Standard hours of work may change based on operational requirements.
Vacation	3 weeks per year (prorated)
Location	Due to the nature of the work, this job works primarily onsite at The 519, and have presence in the Church-Wellesley village and in the DTE 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 # 26-25** 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.*