

Trinity CommUNITY Hub Program Support

Job Description - June 2024

The Church of the Holy Trinity, founded in 1847, is a progressive Anglican church located in downtown Toronto, with a long history of social justice ministry, including care for people who find themselves marginalized and houseless. Currently the church operates a community hub that provides lunch service, survival and harm reduction supply distribution, system navigation, referrals, and spiritual and emotional support to over 130 community members two days a week. This position supports this program.

The Program Support contract will start on August 12, 2024 and run until February 28, 2025. They will work 28 hours a week to support our community hub program. Exact schedule will be determined with the supervisor in tandem with the other CommUNITY HUB support staff.

This position works 28 hours a week for \$23.84/hour

Purpose of the Position:

To work with other Hub Program Support Staff to work with volunteers and student placements, the distribution of food and other essential supplies to the community. Assist with the solicitation of donations from individuals, businesses and other community organizations.

The ideal candidate brings their own lived experience into the Holy Trinity community and joins our collaborative effort to continue to improve service delivery both in practical ways and in ways that are even more community and justice centered.

Program Support staff will attend and contribute to staff meetings and education opportunities offered at Holy Trinity.

Responsibilities:

Program Management

- Collaborate with Vestry Executive, the Trinity CommUNITY Hub Committee, and other Hub Program Support Staff to review and evaluate the program
- Monitor program budget and resources with Other Hub Program Support Staff to ensure effective allocation and utilisation of resources
- Identify potential program partners and develop opportunities to collaborate alongside other Hub Program Support Staff
- Coordinate with other organisations who want to offer services that help meet the program's objectives alongside other Hub Program Support Staff
- Develop program policies in collaboration with staff team to support the safe and equitable provision of services

- Solicit and use in-kind donations of supplies, and coordinate deliveries of donations when needed alongside other Hub Program Support Staff
 - Create newsletters, and keep the Holy Trinity website up to date to raise awareness about the Trinity CommUNITY Hub and partner organizations
- Work other Hub Program Support Staff to build a diverse and respectful community within the community hub and any other programs they come in contact with.
 - Being aware of volunteer and community member activity in the space and compliance with the Hospitality and Sacred Space [code of conduct] policy (currently being revised).
 - Mediate conflict and disruptive behavior as necessary, in coordination with supervisor, colleagues and volunteers as appropriate.
 - Work with supervisor and colleagues to uphold restorative justice processes that people may be engaged in.
- *Volunteer Team:*
 - Recruit, screen, orient, and support volunteers in their relationships with community members and staff.
 - Schedule and coordinate the work of volunteers as needed to support the Trinity CommUNITY Hub. This includes working directly with the volunteers during open hours of programs
 - Develop and plan trainings to ensure volunteers are adequately equipped to participate in the program alongside other Hub Program Support Staff
 - Communicate with volunteers on a regular basis

Collaboration & Relationship Management

- Facilitate and accommodate as necessary rentals in the program spaces
 - Collaborate with caretakers to maintain a safe and healthy kitchen environment and program space
 - Collaborate with other staff members and partners in the application of grants
 - Collaborate with other Holy Trinity programs to increase access and safety for community members
 - Collaborate with Holy Trinity staff and volunteers to communicate with the whole city to promote our multiple activities and communities
- Collaborate with other Hub Program Support Staff to plan weekly menus, and place food orders.
- Collaborate with colleagues and board members to solicit donations.
- Collaborate with colleagues and board members to continue to improve and innovate services, systems, policies, and programs at Holy Trinity.

Skills/Qualifications:

- Exemplary emotional intelligence, conflict management and problem solving skills.
- Ability to work independently and be self-directed while collaborating with a team.
- Ability to work with an anti-oppression framework to respond with compassion and care to staff and community members.
- Demonstrated ability to work effectively with people from various abilities, life situations and cultural backgrounds.
- Openness and ability to participate in relevant educational opportunities.
- Excellent oral and written communication skills
- Basic computer skills (e.g. word processing & email)
- Food handlers certification is an asset.
- Previous experience in the community service sector (both professional/personal) is an asset.

Accountability:

- Supervised by Priest-in-Charge

Working Conditions:

The person in this position will work on site. The work is fast-paced. This position includes extended periods of standing and walking, and the lifting and shifting of boxes. There are no elevators in the buildings, only stairs. The work involves interacting with a wide range of people and involves regular stress and handling multiple demands effectively. There is a likelihood of exposure to unpredictable behavior, unpleasant odors, and bodily fluids. Due to the intense marginalization community members face, this can be a stressful and emotionally challenging work environment where there is the potential to be in threatening situations. Support staff will be supported by their supervisor in these situations as well as receiving training and debrief support in dealing with these situations.

Application process:

The Church of the Holy Trinity welcomes applicants from persons of diverse backgrounds and is an equal opportunity employer. Offer of employment is conditional on an acceptable criminal background check.

Cover letters and resumes can be submitted by email to hr@holytrinity.to

Please reference "CommUNITY Hub Support" in the subject line.

Deadline for applications is Sunday, July 7th. Start date is August 12th.

We sincerely thank all candidates for their interest. However, only those selected for an interview will be notified. No phone calls please.