



Start Me Up Niagara

Job Posting

Drop-in Centre Supervisor

REPORTS TO:

Director of Programs

Start Me Up Niagara's Drop-In Resource Centre is home to a dedicated team who strive to provide encouragement, support, and assist with the immediate needs of persons struggling with significant life challenges. Many of these adversities include compromised mental health, substance misuse, homelessness, unemployment and poverty. Participants visit the Drop-in Resource Centre to access basic needs, connect with workers, and get referrals to other community supports. Our team have a harm reduction, trauma informed and client-centered approach to service delivery, encouraging participants to develop their own goals and work with them to achieve those goals.

Employment Type: Full-Time (as determined by agency needs). Pay Range \$23 – 25\$/hr. This position is for an open vacancy.

Position Summary

We are seeking a dedicated Drop-In Resource Centre Supervisor to oversee daily operations, supervise staff, students and volunteers, and ensure a high-quality, trauma-informed service approach for participants. This role includes coordinating referrals, managing intake processes, maintaining records, and fostering a safe, respectful environment aligned with agency values.

Key Responsibilities

- Oversee daily operations of the Centre.
- Supervise staff, students, and volunteers.
- Coordinate referrals for housing, mental health, addictions, and other supports.
- Ensure trauma-informed care and professional boundaries in all interactions.
- Maintain accurate records and program statistics.
- Facilitate team meetings and staff development.
- Collaborate with community partners and social assistance programs.

Qualifications

- Post-secondary education in social services or related field preferred.
- Minimum 2 years of supervisory experience in a social service setting.
- Knowledge of harm reduction and trauma-informed practices.
- Strong organizational and communication skills.
- Proficiency in Microsoft Office and data management systems.
- De-escalation training required.

Requirements

- Have strong written, interpersonal, and oral communication skills
- Have a positive, non-judgmental attitude toward others
- Must be able to remain calm in stressful situations
- Ability to multi-task, prioritize and delegate in an ever-changing environment
- Ability to work as a team and on your own with little supervision
- A satisfactory Vulnerable Sector Criminal Records Check is required if hired
- Ability to work a flexible schedule
- Valid class G driver's license with \$1,000,000 minimum liability insurance
- Able to work legally in Canada

How to Apply:

Applicants are invited to email a cover letter and resume with the subject line **"Drop-in Centre Supervisor"** to hr@startmeupniagara.ca

We thank all applicants, however only those who are selected for an interview will be contacted.

Accommodation

Accommodation provided during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

Start Me Up Niagara is an equal opportunity employer and is committed to providing employment in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. Accommodations within reason due to a disability or medical need are available on request for candidates taking part in the recruitment process.

*We thank all candidates for their interest in advance.
Due to volume, we will only be contacting those selected for an interview.*