



JOB DESCRIPTION – Drop-In Program Assistant

POSITION SUMMARY:

The Drop-In Program Assistant supports the daily operations of the drop-in space, helping to foster a welcoming, safe, and inclusive environment for individuals living with mental health and substance use challenges.

KEY RESPONSIBILITIES:

The Drop-In Program Assistant will be responsible for the following:

- Engage with participants through conversation and social activities such as puzzles, art, crafts, and coffee chats
- Help plan monthly activity calendars and organize drop-in programming
- Prepare social media content and assist with community outreach initiatives
- Provide information and help connect participants with community services and supports

EDUCATION, EXPERIENCE AND SKILLS:

Education:

- High School Diploma/G.E.D. minimum **AND** related life experience.

Interpersonal Skills:

- **Organizational ability** to prioritize a wide range of job activities with accuracy, energy and efficiency.
- **Communication skills** reflecting the ability to work well in a team environment while maintaining respect and attentiveness toward clients and colleagues.
- **Interpersonal skills** to build positive relationships and interact with people in a professional, compassionate, and courteous manner.
- **Flexibility** to accept change and growth in areas of responsibility.
- **Confidentiality** to maintain strict confidentiality of all information related to clients.
- **Problem-solving skills** to identify and effectively resolve problems and to assist colleagues in problem resolution when required.
- **Time management skills** to effectively set priorities and complete tasks; dependable, punctual and able to work weekends / statutory holidays when required.

ADDITIONAL DETAILS

- This role is a temporary 3-month contract; any extension is contingent on ongoing Ontario Health funding.
- 37.5 hours per week