



Drop-in-housing Support Lead-HART HUB

Full Time, Regular Position - 35 hours per week; Salary Range: \$55,000 - \$60,000 annually, HOOPP (Healthcare of Ontario Pension Plan), Health Benefits

Join Us in Making a Meaningful Difference

At Fontbonne Ministries, we're more than just a workplace – we're a community dedicated to fostering dignity and creating positive change. Founded on the inspiring legacy of the Sisters of St. Joseph, we're looking for passionate individuals who share our commitment to building a more inclusive and supportive society.

Why Choose Us?

- **Purpose-Driven Work:** Be part of transformative programs that directly impact the lives of socially isolated individuals in our community.
- **Inclusive Culture:** Join an organization that actively champions diversity and equity, where every team member's unique perspective is valued and celebrated.
- **Exceptional Benefits:** Secure your future with our comprehensive HOOPP pension plan, one of Ontario's most respected pension programs.

Our Vision & Impact

We're dedicated to nurturing community, dignity, and spirit through:

- Building authentic connections with our community members
- Creating welcoming spaces where everyone belongs
- Driving positive social change through innovative programs

Our values guide everything we do:

- **Respect:** We celebrate each person's unique gifts and inherent dignity
- **Advocacy:** We lead positive change by responding to evolving community needs
- **Community:** We build strong, collaborative partnerships that create lasting impact
- **Compassion:** We provide personalized attention with empathy and understanding
- **Accountability:** We make sustainable choices that benefit future generations

If you are passionate about making a real difference while building a rewarding career with excellent benefits, we want to hear from you. Join our team and be part of a legacy of compassionate care and community building.



POSITION OVERVIEW

This position will operate as part of the new East Toronto HART Hub. The HART Hub is an initiative of East Toronto Health Partners Ontario Health Team (ETHP OHT) led by South Riverdale Community Health Centre and St. Michael's Homes with support from 2-Spirited People of the 1st Nations, Alpha House, Anishnawbe Health Toronto, Comprehensive Treatment Clinic, COTA Health, Fontbonne Ministries, Gerstein Crisis Centre, Michael Garron Hospital, The Neighbourhood Group Community Services, The Neighbourhood Organization, The Salvation Army, and Woodgreen Community Services.

AREAS OF ACCOUNTABILITY

Fontbonne Ministries is seeking a compassionate and strategic Drop-In and Housing Support Lead to join our team as part of the East Toronto HART Hub. This full-time position plays a critical role in delivering trauma-informed, community-based support for individuals facing homelessness, housing instability, and social isolation.

Reporting to the Director, Programs and Partnerships, the Lead will oversee housing-related supports within our drop-in centre, coordinate access to transitional and permanent housing, and support wraparound services through partnership with the broader HART Hub network. This includes fostering relationships with housing providers, facilitating resource connections, leading participant case conferences, and contributing to systemic advocacy rooted in harm reduction, cultural safety, and equity. Acting in accordance with Fontbonne Ministries' mission, vision, values, and policies in all dealings.

Program Leadership and Development

- Lead and enhance housing-focused programming supporting individuals experiencing homelessness or housing insecurity.
- Conduct housing needs assessments and coordinate individualized housing support plans.
- Facilitate access to transitional housing for Indigenous women and ensure culturally safe and trauma-informed services.
- Collaborate with health and social service partners to ensure holistic care (e.g., mental health, chiropody, harm reduction).
- Support community-based interventions including drop-in services, workshops, life-skills development, and resource navigation.



Housing Support Coordination

- Conduct thorough assessments of participants' housing needs and barriers.
- Coordinate housing placements and support services for drop-in center participants.
- Develop individualized housing plans that address unique needs and goals of each participant.
- Provide crisis intervention and advocacy for participants facing housing emergencies.
- Facilitate housing workshops and information sessions for program participants.
- Oversee the administration of any housing-related financial assistance programs.

Participant Support and Engagement

- Ensure participants have access to resources necessary for housing stability.
- Provide guidance and support to participants navigating the housing system.
- Support participants in building life skills essential for maintaining housing.

Administration and Reporting

- Maintain accurate records, client files, and housing data aligned with funder KPIs.
- Track metrics such as housing stability, support service utilization, and satisfaction rates.
- Contribute to evaluation processes and funding reports.

Education/training

- Bachelor's degree in Social Work, Community Development, or related field (Master's degree preferred).
- Certification in Housing Case Management or related field an asset.
- First Aid/CPR certification (or willingness to obtain).
- Training in Trauma-Informed Care and Harm Reduction practices.

Qualifications

- Degree in Social Work, Community Development, or related field
- 3–5 years' experience in housing support or homelessness services.
- Deep understanding of systemic housing barriers, particularly for Indigenous communities and older women.
- Strong case management, crisis intervention, and collaborative skills.
- Knowledge of harm reduction, trauma-informed care, and Housing First principles.



Skills & Knowledge

- In-depth understanding of homelessness, housing insecurity, and systemic barriers to housing.
- Strong knowledge of housing options, subsidies, and support programs in Toronto.
- Familiarity with Housing First principles and practices.
- Excellent leadership, supervisory, and team-building skills.
- Strong crisis intervention and conflict resolution abilities.
- Excellent communication, negotiation, and interpersonal skills.
- Strong understanding of mental health, substance use, and trauma-informed approaches.
- Ability to develop and maintain relationships with diverse stakeholders.

Attributes

- Compassionate and empathetic
- Strategic thinker
- Decisive and solution-oriented
- Resilient and adaptable
- Collaborative and team-oriented
- Patient and understanding
- Strong ethical judgment
- Culturally sensitive and respectful
- Committed to social justice
- Innovative and creative

Working Conditions

- Based in drop-in centre with some city-wide travel.
- Occasional evening/weekend work required.
- Must be comfortable in a faith-based, inclusive work environment.

To Apply

Please submit your cv in one pdf file, and note “Drop In Housing Lead” on the subject line to hiring@fontbonneministries.ca

Fontbonne Ministries values inclusivity and diversity in the workplace. We are committed to providing accessible employment practices in compliance with the Accessibility for Ontarians with Disabilities Act ("AODA"). If you require accommodation during any stage of the recruitment process, please note that in your application. While we thank all applicants, only those selected for an interview will be contacted.