

PART-TIME COMMUNITY SERVICE WORKER

Regeneration Outreach Community

Reports to: Community Service Manager

About Regeneration Outreach Community

Regeneration Outreach Community exists to serve individuals and families in Brampton who are experiencing homelessness, poverty, food insecurity, and social isolation. We believe every person has inherent worth and deserves to be welcomed, treated with dignity, and given opportunities to experience belonging, stability, and renewed hope.

We base our work on the words of Jesus found in Matthew 25:35–36 (NLT): “For I was hungry, and you fed me. I was thirsty, and you gave me a drink. I was a stranger, and you invited me into your home. I was naked, and you gave me clothing. I was sick, and you cared for me. I was in prison, and you visited me.”

Our Vision

A community where every person is valued, loved, and empowered to thrive with dignity and hope — where hunger, loneliness, and despair are met with compassion, care, and belonging.

Our Mission

Guided by our core values of Love, Integrity, Hope, and Hospitality, Regeneration Outreach Community provides essential care, compassionate support, and pathways toward stability for individuals experiencing homelessness, poverty, and social isolation in Brampton.

Our Values

Love – The Foundation of Everything: We respond to others with compassion, empathy, mercy, and genuine concern for their well-being.

Integrity – We Do What We Say: We serve with honesty, accountability, consistency, and a commitment to excellence in all we do.

Hope – Restoration is Possible: We believe in the dignity, potential, and possibility of a better future for every person.

Hospitality – You Belong Here: We welcome people with generosity, warmth, and respect, creating meaningful connections where everyone can feel seen, valued, and that they belong.

Position Summary

The Community Service Worker provides compassionate, relationship-based support to individuals accessing Regeneration Outreach Community’s programs and services. Working directly with guests experiencing homelessness, poverty, food insecurity, addiction, mental illness, and other complex circumstances, the Community Service Worker helps create an environment where people are welcomed, respected, supported, and empowered to work toward their personal goals.

A central part of this role is developing therapeutic relationships with guests while maintaining clear and appropriate professional boundaries. Community Service Workers provide system navigation, referrals, advocacy, crisis support, housing and income-support assistance, and connections to community resources.

The Community Service Worker also plays an important role in maintaining a safe and welcoming environment for guests, volunteers, and staff by communicating expectations, maintaining appropriate boundaries, and consistently applying Regeneration’s policies and procedures.

Guest Relationships & Support

- Build therapeutic relationships with guests that promote dignity, trust, personal agency, and progress toward individual goals.
- Provide a safe, welcoming, respectful, and supportive environment for guests.
- Listen to guests, identify needs and barriers, and work collaboratively with them to identify appropriate supports and next steps.
- Develop strategies with guests and staff that support improved overall well-being.
- Encourage guests to identify and build upon their strengths, abilities, and available supports.
- Maintain appropriate professional boundaries while providing compassionate and consistent support.
- Facilitate essential care programs and services.
- Co-facilitate groups and support social integration programs and activities.

System Navigation, Housing & Advocacy

- Assist guests in navigating social-service and community-support systems.
- Provide appropriate information, referrals, and connections to community resources.
- Support guests with housing placement and housing-loss prevention.
- Assist guests with income-support applications and other appropriate services and benefits.
- Liaise with shelters, housing providers, Ontario Works, landlords, and other community agencies on behalf of guests when appropriate.
- Advocate with and for guests as they navigate community systems and services.
- Help guests understand available options and make informed decisions regarding services and supports.

Crisis Support, Safety & Boundaries

- Work alongside guests experiencing crisis and provide calm, compassionate, and appropriate support.
- Use appropriate crisis-intervention and de-escalation strategies when responding to challenging situations.
- Help ensure the safety of guests, volunteers, and staff.
- Clearly communicate Regeneration's expectations, rules, and boundaries.
- Hold guests accountable to established behavioural expectations while treating each person with dignity and respect.
- Respond to conflicts, behavioural concerns, and safety issues in accordance with Regeneration policies and procedures.
- Work collaboratively with the Community Service Manager and other staff when additional intervention or support is required.
- Document and communicate significant incidents, concerns, and follow-up requirements.

Community Partnerships & Wrap-Around Support

- Collaborate with community partners to provide a coordinated, wrap-around approach to guest support.
- Develop and maintain positive working relationships with community agencies and service providers.
- Connect guests with appropriate external services and supports.
- Communicate and collaborate with community partners, with appropriate consent, to support guest goals and continuity of care.
- Identify gaps and barriers within existing services and work collaboratively with staff and community partners to identify potential solutions.
- Represent Regeneration at community presentations, information booths, meetings, and other events when required.

Documentation & Guest Records

- Maintain accurate, timely, and appropriate records regarding guest interactions, referrals, supports, incidents, and other relevant information.
- Maintain guest confidentiality and handle personal information in accordance with Regeneration policies and applicable requirements.
- Ensure information necessary for continuity of guest support is appropriately communicated to relevant team members.
- Maintain accurate documentation of significant guest needs, goals, referrals, and follow-up activities.

Team, Student & Volunteer Support

- Work collaboratively with Community Service Workers, management, volunteers, and other Regeneration staff.
- Participate in team discussions regarding guest needs, challenges, goals, and strategies.
- In collaboration with management, mentor and support placement students.
- Help create a welcoming, respectful, and safe environment for volunteers serving alongside the Community Service Worker team.
- Share appropriate organizational and program information with volunteers and placement students.
- Participate in staff meetings, training, professional development, and organizational activities as required.

Guest Stories & Organizational Representation

- Identify and collect guest stories that demonstrate individual journeys, Regeneration's impact, and the experiences of the people we serve.
- Ensure guest stories are collected respectfully and with appropriate permission.
- Represent Regeneration professionally and respectfully when participating in presentations, community events, booths, meetings, and other external activities.
- Communicate Regeneration's mission, values, programs, and approach to serving the community.

Organizational Responsibilities

- Demonstrate Regeneration's values of Love, Integrity, Hope, and Hospitality in all interactions with guests, volunteers, colleagues, and community partners.
- Maintain appropriate confidentiality and professional boundaries.
- Follow Regeneration policies, procedures, and health and safety requirements.
- Participate in required meetings, training, and professional development.
- Support Regeneration programs, events, and special initiatives when required.
- Perform other related duties as assigned.

Qualifications

- Diploma or degree in Social Service Work, Social Work, Community Work, or a related social-service field.
- Understanding of the complexities associated with addiction and/or mental illness.
- Crisis intervention and de-escalation training is an asset.
- CPR and First Aid certification is an asset.
- Effective time-management and organizational skills.
- Ability to complete a satisfactory Vulnerable Sector Check.

Key Skills & Competencies

- Strong interpersonal and relationship-building skills.
- Compassionate, respectful, and non-judgmental approach to working with guests.
- Ability to develop supportive therapeutic relationships while maintaining appropriate professional boundaries.
- Strong verbal and written communication skills.

- Ability to remain calm and exercise good judgment during crisis situations.
- Ability to communicate expectations, rules, and boundaries clearly and respectfully.
- Strong advocacy and system-navigation skills.
- Ability to work collaboratively with community agencies and service providers.
- Ability to work effectively as part of a multidisciplinary team.
- Strong problem-solving and decision-making skills.
- Effective organization and time-management skills.
- Ability to maintain accurate and confidential guest records.
- Ability to balance compassion, accountability, safety, and appropriate boundaries.
- Commitment to treating every person with dignity and respect.
- Commitment to Regeneration's mission, vision, and values.

**PLEASE EMAIL A COVER LETTER AND C.V. TO HIRING@REGENBRAMPTON.COM AND PUT IN SUBJECT LINE
PART-TIME COMMUNITY SERVICE WORKER**