



MACKAY MANOR

Bringing People and
Recovery Together

EXTERNAL JOB POSTING
SUPPORT STAFF – INTAKE CENTRE
HART HUB - PEMBROKE

JOB POSTING

SUPPORT STAFF (DAYS/EVENING/OVERNIGHT/WEEKEND)

Organization: MacKay Manor

Department/Program: Intake Centre – HART Hub

Compensation: \$22.00/h

Location: Pembroke, Ontario

Position Type: Direct Client Support/Residential Safety

Shift Work: Days, Evenings, Overnights, and Weekends

(All shifts require on-site presence for the full duration)

Reports To: Executive Director & Program Director

POSITION SUMMARY

MacKay Manor is seeking dedicated, compassionate **Intake Centre - Support Staff** to join our collaborative team at the Warming Centre / Intake Centre in Pembroke. In this role, you will maintain a safe, secure, and supportive environment for guests, delivering direct client-centred care grounded in trauma-informed care. You will play a vital role in facility safety, incident response, documentation, and helping guests connect with essential community services.

KEY RESPONSIBILITIES

- **Client Support & Safety:** Monitor guest well-being and enforce program expectations (Code of Conduct, quiet hours, hygiene). Perform routine indoor/outdoor perimeter checks, bathroom sweeps, and wellness checks. Respond promptly to medical or overdose emergencies, including administering Naloxone when necessary.
- **Service Navigation & Advocacy:** Assist guests in accessing mental health, addiction, housing, physical health, and social services. Connect clients with the Mesa Team and external community partners.
- **Documentation & Administration:** Maintain accurate shift logs, guest check-in/out records, incident reports, and behavioural observations. Review shift handover notes thoroughly. Handle and dispose of biohazards, sharps, and substances per organizational policy.
- **Facility Operations & Sanitation:** Oversee site security via physical rounds and video surveillance. Maintain overall cleanliness and organization across washrooms, kitchen, common, and rest areas. Coordinate linen tracking for Pembroke Regional Hospital pickup.
- **Health & Safety Compliance:** Adhere to organizational policies and the Ontario *Occupational Health & Safety Act* (OHSA). Utilize appropriate Personal Protective Equipment (PPE) and proactively report hazards or safety concerns.

KEY QUALIFICATIONS & COMPETENCIES

- **Education & Experience:** Post-secondary education in Social Services, Mental Health, Addictions, or a related field is an asset. Experience working with vulnerable populations (experiencing homelessness, mental health challenges, substance use, or concurrent disorders) is strongly preferred.
- **Certifications:** Current CPR, First Aid, and Naloxone training (or willingness to obtain upon hire).
- **Core Knowledge:** Strong understanding of trauma-informed care, crisis intervention, and de-escalation techniques.



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- **Skills:** Excellent conflict resolution, interpersonal communication, objective documentation, and the ability to maintain composure during high-pressure or unpredictable situations.
- **Working Conditions:** Moderate physical demands (standing, walking, cleaning, bending). Exposure to high-risk situations, medical distress, intoxication, bodily fluids, and biohazardous materials.

HOW TO APPLY

Interested candidates are invited to submit their resume and cover letter highlighting their relevant experience in community or social service support settings directly to Allison Kenney, MacKay Manor Program Director at Allison.kenney@mackaymanor.ca. Please include the position and location you are applying for in the subject of your email.



Our Commitment to Equitable Recruitment

MacKay Manor is committed to fair, inclusive, and accessible recruitment practices that provide all qualified applicants with an equitable opportunity to participate in our hiring process.

We value the diversity of our workforce and welcome applicants of all backgrounds, identities, abilities, and lived experiences. Employment decisions are based on the qualifications, skills, experience, and requirements of the position.

MacKay Manor is committed to:



using **inclusive and unbiased** recruitment and selection practices;



identifying and **removing barriers** throughout the hiring process;



providing **accommodations** in accordance with the *Ontario Human Rights Code* and the *Accessibility for Ontarians with Disabilities Act*;



ensuring interview and selection processes are **respectful, consistent, and transparent**; and



supporting **ongoing education** for hiring managers on equity, diversity, inclusion, accessibility, and unconscious bias.



Applicants who require accommodation during any stage of the recruitment process are encouraged to let us know so that appropriate arrangements can be made.