



Job Description: Guest Support Worker

Our Purpose: All Together at the Table - A Welcoming Space for Connection, Community, and Good Food

What We Do: 541 Eatery and Exchange is a pay-it-forward cafe working to help our neighbours overcome the impacts of isolation, poverty, and injustice by cultivating a community of mutuality in our neighbourhood. Inspired by our Christian values, we are dedicated to welcoming all our neighbours inclusive of their circumstances, identity, and status.

Our Core Values:

1. **Hospitality (Extending Welcome):** We welcome individuals to sit at the table as they are. We cooperate and collaborate with community partners, encouraging and working with them to use the space generously.
2. **Community (Sharing Life at the Table):** We nurture, celebrate, and care for the physical, spiritual, and relational experiences of our guests.
3. **Belonging (Knowing Your Name):** We value and take interest in our guests as unique individuals with meaningful stories. We want to know the names of our guests and to encourage each person as desired in their personal hopes and challenges.
4. **Advocacy (Speaking Out With and For Each Other):** We support our team and our neighbours in their efforts to bring greater joy, hope, and justice to our world.

Position Description: The Guest Support Worker plays a vital role in fostering a supportive and welcoming environment for all guests at 541 Eatery & Exchange. This position is specifically focused on building relationships with guests, supporting those experiencing challenges related to mental health and addictions, and responding effectively to challenging situations to ensure safety and a positive atmosphere in the cafe. Working closely with the FOH team, the Guest Support Worker also assists in the day-to-day operations, covers staff breaks, and helps develop policies and procedures to enhance the overall guest experience.

Rate of Pay: \$22 per hour + benefits +12 paid vacation days

Estimated Hours of Work: 32 hours per week

Reports to: Hospitality Manager

Roles & Responsibilities:

- **Guest Engagement & Relationship Building**
 - Serve as a compassionate and approachable presence in the cafe, especially for guests experiencing challenges related to mental health or addiction.
 - Establish and maintain positive relationships with regular guests, offering support and referrals to resources as appropriate.
 - Implement and uphold behaviour guidelines to ensure a safe and respectful environment.
- **Safety & Conflict Resolution**
 - Proactively manage and de-escalate situations with guests who may be in distress or exhibiting disruptive behavior.
 - Lead response efforts in challenging situations, ensuring a calm and safe environment for staff, volunteers, and guests.
 - Support the FOH team in implementing 541 Eatery & Exchange's behavior guidelines and policies, providing guidance and training in handling difficult situations.
- **Policy & Procedure Development**
 - Collaborate with the FOH team to develop and implement policies and procedures that improve the guest experience.
 - Participate in ongoing assessments and improvements of FOH processes to better meet guest needs.
- **FOH Operations & Team Support**
 - Provide support and guidance to FOH staff and volunteers, covering breaks **as needed**.
 - Help onboard new FOH staff and volunteers, specifically training in de-escalation and conflict resolution techniques.

Qualifications:

- Minimum 1-2 years of experience in social service worker, peer support worker, and/or customer service roles.
- Strong skills in de-escalation, conflict resolution, and people care, with a proactive approach to problem-solving.
- Experience supporting or working directly with individuals who face mental health challenges and/or addiction.
- Lived experience with mental illness and/or addiction, or a strong background working with individuals experiencing mental illness or addiction is an asset.
- Demonstrated commitment to fostering a respectful, inclusive environment.

Core Competencies

- Compassionate, patient, and able to engage with people in challenging situations.

- Strong communication and interpersonal skills, with the ability to build rapport and maintain boundaries.
- A collaborative team player, dedicated to supporting the FOH team and the mission of 541 Eatery & Exchange.
- Working within 541's framework and approach to harm reduction.

To apply: Please apply by emailing us at careers@fivefortyone.ca and attach your resume and cover letter. Only email applications will be considered (no direct messages on social media). We're grateful to all interested applicants, however, only those being considered for the role will be contacted.

541 Eatery & Exchange is a faith-based organization that exists to provide a space of belonging and excellent food to all. Our space, services, and employment are open to folks of every gender, race, religion, and sexual orientation. 541 seeks applicants who embrace our values and beliefs around respect for the dignity and diversity of our staff, volunteers, and community members.