

## **FRONT-LINE SERVICES AGENT**

The position of Front-Line Services Agent is a specialized role focused on ensuring equitable access to basic services (primarily front-line food and hygiene services) provided by our organization. As part of our mission to combat social exclusion by addressing the basic needs of vulnerable populations in downtown Montreal, this position plays a key role in maintaining a welcoming space for the community served by our organization.

### **GENERAL RESPONSIBILITIES**

Guided by the mission's objectives and activities and working closely with the operations team under the direction of supervisors, the incumbent is responsible for:

1. Assessing the immediate needs of service recipients and facilitating their access to front-line services (meals/emergency food assistance, personal hygiene assistance, clothing, and referrals to psychosocial workers).
2. Ensuring compliance with the house rules in the common room, as well as the daily setup, maintenance, and tidying of the room.
3. Ensuring compliance with health, sanitation, and safety rules by adhering to relevant protocols and procedures.
4. Overseeing the emergency clothing bank: coordinating the receipt, cleaning, sorting, folding, and distribution of donated clothing.
5. Inventory management: working with the inventory coordinator to ensure an adequate supply of clothing, hygiene products, and cleaning supplies at the various locations.
6. Supervise the work of volunteers and peer support workers assigned to the clothing bank, laundry facility, and/or cleaning duties.

### **REQUIRED EXPERIENCE, SKILLS, AND ABILITIES**

- Education: High school diploma
- Experience: Experience working with community organizations serving vulnerable populations; experience in housekeeping, laundry management, inventory management, or a related field is a plus
- Strong knowledge of English and French
- Exceptional interpersonal skills
- Comfort with Microsoft Office suite programs a plus
- Ability to thrive in a fast-paced, multicultural team environment
- Commitment to and promotion of the organization's mission and its values

## **WHAT WE OFFER**

- A full-time temporary position (35 hours/week)
- A salary between \$22.5 and \$25/hour depending on experience
- A free meal from our kitchen available every workday
- Easy access to public transportation

## **WHO WE ARE**

St. Michael's Mission is an independent charitable organization working directly with people experiencing homelessness and food insecurity in downtown Montreal since 1927. The Mission serves as an important link in the chain of services for the city's disadvantaged and marginalized population. We provide breakfast and hot lunches, showers, personal hygiene products, clothing and emergency food to a multilingual and multicultural clientele. Other basic services include crisis intervention as a first step in rehabilitation, as well as information, referrals, and support for help with mental health and addiction problem. In addition, we help our visitors to navigate government systems and services such as welfare, unemployment insurance, and immigration.

## **Join our team!**

Send your CV to [info@stmichaelsmission.ca](mailto:info@stmichaelsmission.ca) by May 29, 2026, a letter of intent is preferred but not required. The start date is immediate and only applicants considered for the position will be contacted.

*St. Michael's Mission adheres to the principles of equity and diversity in employment and is committed to building a workplace that reflects the rich diversity of the Montreal community.*