JOB POSTING

Position: Safe Engagement Officer

Reports to: Executive Director

Posting Date: September 10, 2026
Closing Date: When a suitable Candidate is found
Rate of Pay: $58-60,000 Salary

About Us:
Back Door Mission is a frontline community organization serving individuals experiencing homelessness, poverty, mental health challenges, and addiction in Oshawa and the greater Durham Region. Through our intentional and collaborative service centre, we provide low-barrier, wrap-around support to our community ensuring individuals have access to multiple essential services through a single entry point.

We support a diverse and often marginalized population, including:

- Individuals experiencing homelessness or unstable housing
- People on limited or fixed incomes
- Individuals facing addiction, mental health challenges, or medical barriers
- Those transitioning from institutional settings
- Individuals with low literacy or limited employment opportunities
- Transient workers and those without stable employment
- People from all cultural backgrounds, including Indigenous and LGBTQ+ communities

Our work is rooted in dignity, inclusion and harm reduction. We believe meeting people where they are with intentionality leads to genuine support that ultimately results in long-term stabilization and recovery. Our mission is to enable positive and tangible change in our community, one person, one service, one solution at a time.

Back Door Mission is committed to fostering an inclusive, equitable, and anti-oppressive environment. We welcome applicants from all backgrounds, including those with lived experience and individuals from marginalized communities such as Indigenous peoples, racialized persons, LGBTQ+ individuals, and people with disabilities.We believe in meeting people where they are—with respect, dignity, and care.

Position Overview:
Back Door Mission is seeking a qualified individual to maintain a safe, welcoming, and supportive environment within the service centre. Working from a trauma-informed, harm reduction, and person-centred approach, the Safe Engagement Worker will support the Mission United Program in ensuring safe client engagement. Unlike traditional security roles, the Safe Engagement Worker prioritizes relationship-building, conflict prevention, crisis intervention, and compassionate responses to individuals experiencing homelessness, substance use, mental health challenges, and other complex needs. This position works collaboratively as a member of the Mission United Program including program staff, healthcare professionals, outreach workers, and volunteers to support low-barrier access to services.

Key Responsibilities:

Safety & Security

- Monitor entrance to the building and record client entry while maintaining a low-barrier, client-centred approach.
- Monitor the drop-in environment to maintain a safe and welcoming atmosphere.
- Respond to behavioural incidents, conflicts, and safety concerns (codes) using trauma-informed de-escalation techniques.
- Intervene in situations involving aggression, harassment, threats, or violence while minimizing the use of force whenever possible.
- Assist in enforcing agency policies, community expectations, and facility rules respectfully and consistently.

Harm Reduction & Client Engagement

- Build respectful relationships with clients through non-judgmental engagement.
- Promote harm reduction principles while supporting client dignity and autonomy.
- Identify individuals experiencing distress and proactively offer support or connect them with appropriate Mission United partners
- Distribute harm reduction supplies in accordance with organization policies.
- Encourage safer substance use practices and connect clients to health and social services through Mission United partners.

Emergency & Crisis Response

- Attend emergency codes within the onsite clinic/drop in services and provide safety support for clinical staff as required.
- Assist staff during behavioural emergencies, medical crises, and emergency interventions while maintaining client dignity and confidentiality.

- Coordinate with EMS, police, fire services, and other emergency responders when required.
- Participate in emergency preparedness activities, drills, and incident debriefings.

Documentation & Reporting

- Complete accurate incident reports, safety logs, and shift notes.
- Maintain confidentiality in accordance with privacy legislation and organizational policies.
- Document critical incidents, behavioural observations, emergency responses, and safety interventions in corresponding IMS systems.

Qualifications/Skills:

- Diploma or certificate in Community Services, Social Service Work, Mental Health and Addictions, Police Foundations, Security Management, or a related field, or an equivalent combination of education and experience.
- Experience working within homelessness, shelters, supervised consumption services, healthcare, mental health, addictions, community outreach, or crisis intervention settings.
- Valid First Aid and CPR certification.
- Current Naloxone administration training or willingness to obtain.
- Strong understanding of trauma-informed care and harm reduction principles.
- Working knowledge of homelessness, poverty, mental health, substance use, and concurrent disorders.
- Excellent verbal communication and conflict resolution skills.
- Demonstrated ability to remain calm and make sound decisions during emergencies.
- Ability to establish professional boundaries while building positive client relationships.
- Strong observation and situational awareness skills.
- Ability to work independently and collaboratively within multidisciplinary teams.
- Strong report writing and documentation skills.
- Cultural competency and commitment to equity, diversity, inclusion, and anti-oppressive practice

- *Current Security licence is considered an asset*
- *Non-Violent Crisis Intervention (NVCI), Crisis Prevention Institute (CPI), or equivalent de-escalation training is considered an asset*
- *Working knowledge of Durham Regions Coordinated Access System, HIFIS and SPDAT assessments is considered an asset*

How to Apply:
Please submit a resume and cover letter to:

Taylor Uden - Executive Director
Email: tuden@backdoormission.ca

More information at: https://www.backdoormission.ca/

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