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58 Queen Street South, Kitchener, Ontario • N2G 1V6 • Telephone (519) 743-1151

## Queen Street Commons – Cafe Host

### QUEEN STREET COMMONS CAFE

Join our team at the Queen Street Commons Cafe, the kind of gathering place that is central to community vitality. The Queen Street Commons Café is a vegetarian cafe located in downtown Kitchener and is a place where people from all backgrounds gather around good food, music, talks/meetings, movie nights, games nights and conversation.

The Queen Street Commons Cafe is a sister project with Fresh Ground and we support both projects as a team. Fresh Ground is a Catering and Event space welcoming people into creative ways of eating and living that help us to build a more sustainable world. Fresh Ground also hosts our plant-based and vegetarian kitchen.

We host these spaces with the help of volunteers, inviting everyone into reciprocal relationships and working to build respect, inclusion, and conversation together.

Queen Street Commons Cafe is a collaborative and fast-paced setting, with plenty of multitasking as we serve food, support volunteers, keep up our food safety practices and provide welcome. We work with a diverse team of volunteers who join us each day to share their skills and learn new skills. Everyone works cooperatively together practicing the importance of including everyone in the work to be done. This is creative, productive, and community building work.

### THE WORKING CENTRE

The Queen Street Commons Cafe is a project of The Working Centre. The Working Centre forms a web of projects that wrap around people, building stability of place, income, health and mental health.

- **Community Tools and Enterprise Hub** – Practical and productive examples of enterprise. We seek to serve the common good through skill building and to provide access to tools for those not able to participate in the larger economy. The main work of regeneration happens through re-use, re-purposing and creating goods and services. Community Tools seek to make daily living more inclusive, affordable and cooperative.
- **St. John's Kitchen and Outreach Hub** - An integrated web of supports for people experiencing homelessness, addiction to drugs, experiencing mental illness, focusing on those most left out. Projects include St. John's Kitchen, Street Outreach, Specialized Outreach Services, Justice Outreach Services, and Community Dental.
- **Housing and Shelter Hub** – We support over 165 people in 124 units of affordable, supportive, sober, women & children, and health-based housing. We host a 50-cabin shelter that welcomes people from encampments to shelter.
- **Work and Livelihood Hub** - The Working Centre's Resource Centre is a hub for work, financial problem-solving and livelihood related issues. Projects include Job Search Resource Centre, Money Matters, and Job Café.

### ABOUT THE ROLE

Incorporated as K-W Working Centre for the Unemployed  
Charitable Registration No. 13092 9607 RR0001

This Cafe Host role supports the food service, creating a place where people are known and feel welcome, holding the boundaries of a diverse space, and encouraging an atmosphere of openness and conversation in shared space. Duties may include:

- Supporting the day-to-day operations of the Queen Street Commons café, including basic food prep, food service, preparing and serving hot and cold drinks
- Serving a variety of dishes, drinks and desserts, while holding the quality of each item that is prepared, with attention to taste and presentation
- Supporting volunteers in training and development, as they build work skills, language skills, and confidence in the work
- Working to ensure people from all backgrounds can gather in the café and support a positive and safe café environment for all
- Keep a clean and organized work area and café seating area
- Follow all food safety requirements and support all people in the café in holding safe practices
- Handle payment transactions, operate a point of sale, and balance floats.
- Help to manage inventory, ordering and receiving supplies as needed to ensure our café is fully stocked
- Work effectively as part of the café team, ready to pivot to other tasks as needed

## **QUALITIES AND QUALIFICATIONS**

You are someone who is alert and aware of multiple activities going on around you, as you support this active cafe. You have strong customer service skills, can create a welcoming environment for the diverse volunteers and cafe guests. You can support and appreciate the purpose of Queen Street Commons as community gathering space, as we also support volunteers to learn the skills of cafe work.

In addition to being open and compassionate, we are looking for people who also bring:

- Experience with food safety
- Knowledge of harm reduction and an ability to support for people facing mental health and substance use issues
- Ability to multi-task, and to stay calm under pressure
- Flexibility to work shifts as needed, joining the team in making sure that we have coverage for shifts
- Ability to work well independently and someone who thrives as a member of a diverse team
- Commitment to the collective work the Cafe and the work of engagement.

At the Working Centre, we welcome you into a group of people who are open to other points of view and ideas, and who recognize and embrace different and contrary perspectives with kindness, curiosity, and encouragement.

## **COMPENSATION AND BENEFITS**

This Cafe role will be either full-time (30+ hours/week) or part-time (~20 hours/week) work initially between the hours of 8am and 8pm, Mondays to Saturdays. Availability for extra evening hours to support special events would also be appreciated.

This work is more than a job – it is about committed community work in a collaborative environment. This position has a pay range of \$22.31/hour. Full-time workers are eligible for a full benefit package after three months.

## APPLICATION PROCESS

If you think that this role would make you excited to come to work every day, we'd like to hear from you. Email your application to [working@theworkingcentre.org](mailto:working@theworkingcentre.org) and include:

- A cover letter explaining your interest in this position, our organization and how your experience and skill would be a good fit.
- Your resume

We thank everyone who applies for this position. We will only reach out to people who we will invite to an interview. We do not use AI in screening applications.