

Job Posting

Resident Service Plans Lead

Full-Time, On-Site in Southwest Scarborough (4584 Kingston Road)

Warden Woods Community Centre

Warden Woods is a non-profit charitable organization working with and for community members in Southwest Scarborough. For more please visit www.wardenwoods.com.

Position Summary

The **Resident Service Plans Lead** (one of two parallel roles) is responsible for leading shelter resident service plans and addressing situations of crisis (personal or on site), from a client-centered, Harm Reduction, trauma-informed and anti-oppressive approach. The role supports Housing Applications for shelter residents as well as performs outreach and follow-up work with discharged or recently housed people, and other un/under-housed community members to achieve program and site goals.

Reporting to the Service Plans, Advocacy & Community Connections Supervisor, the successful candidate will work as part of an effective team to ensure all shelter residents are supported to articulate and pursue their service goals. The successful candidate will also build strong relationships with shelter residents, staff, delivery partners and the wider community to increase opportunities and build an excellent, attentive shelter program.

Key Areas of Responsibility

- Shelter Resident Service Plans, Support and Advocacy
- Build relationships to support all shelter residents to develop and pursue service plans that are individualized and useful.
- Perform and collaborate on intake, assessment, service co-ordination, supportive counseling, education and advocacy, building of self-advocacy skills, etc. to support each residents' service plan.
- Support location of appropriate housing and funding opportunities, negotiate with landlords and housing providers.
- Complete daily documentation, reports and statistics requirements accurately and thoroughly.
- Maintain appropriate records and case notes on SMIS and other required systems.

- Seek consultation on complex cases with a client-centered, solution-focused and proactive approach.
- Lead, support and collaborate on advocacy efforts, and develop self-advocacy skills for community members, to support actions that will benefit un/under-housed people.
- Lead and support one-site activities that contribute to an inclusive, engaged and harmonious environment for shelter residents.
- Develop and maintain effective, solution-focused working relationships with all stakeholders who impact shelter residents, their service plans and the shelter program/site.
- Inform and collaborate on short term and longer-term shelter program planning.
- Support cross-departmental collaboration, contribute with enthusiasm to WWCC initiatives, and embody the values of Warden Woods as part of our unique communities.
- Other duties as assigned.

Required Skills and Experience

- Minimum 3 years of direct work experience with unhoused community members, preferably in shelter work, case management, drop-in and/or harm reduction service provision.
- Minimum 2 years of direct experience developing and implementing individualized plans with un/under-housed people.
- Strong, practical knowledge of housing first, harm reduction, trauma-informed approaches and anti-oppressive frameworks, including understanding of the systems of oppression impacting Black and racialized people within the shelter system.
- Excellent communication skills (written and verbal, interpersonal in English required)
- Bachelor's degree in Social Service Work, Community Development or a related field (or equivalent experiences that would provide knowledge useful to this work).
- Ability to work flexible hours when needed, including evenings and weekends.
- Proficiency in client documentation systems and Microsoft Office Suite.
- Knowledge of Southwest Scarborough is a definite asset.

Compensation and Hours of Work:

- \$61,204 annual salary plus comprehensive benefits (salary is not negotiable)
- Normal Shift Hours: 10am-6pm, Tuesday – Saturday (to be confirmed)
- This is a unionized position with CUPE Local 5218

Application Process

WWCC is an equal opportunity employer committed to equality and inclusion in our workplace. All qualified applications will receive consideration without regard to sex, gender identity, gender expression, sexual orientation, race, ethnic origin, colour, religion, nationality, disability, age, or any other characteristic protected by applicable law. We encourage applications from Black, Indigenous and racialized community members, 2SLGBTQIA+ community members, people with disabilities, and members of other equity-deserving groups. Please notify us as soon as possible of any adaptive measures you might require at any stage of the recruitment process.

A criminal background check is required prior to commencing.

Please send resume and cover letter via e-mail only to: careers@wardenwoods.com with the subject heading: **Crisis Intervention & Housing Lead** in the subject line, **no later than March 23, 2025.**

While we thank all who apply, only those selected for interviews will be contacted.