

Job Posting

Service Plans, Advocacy & Community Connections Supervisor

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 **Service Plans, Advocacy & Community Connections Supervisor** will lead and support the excellent delivery of critical support services to individuals within our shelter program (Shelter Resident Service Plans, Housing Applications, Harm Reduction, etc.). This role will also lead the development of sustained, harmonious, positive relationships within and surrounding the shelter program, for the benefit of program users and the success of our shelter program as a whole.

This role will report to the Manager, Shelter Services, and will supervise up to 5 FTE, including two Housing & Crisis Support Leads.

The successful candidate is pro-active, solution-focused and an excellent communicator who models the values of user-centered, trauma-informed service delivery to unhoused people. The successful candidate comes with strong client service plans/case management and case coordination experience, and has the capacity to coach others to improve their structured goal-oriented support skills. The successful candidate is an excellent supervisor who motivates and develops staff members to meet program goals. The successful candidate is a natural and creative collaborator, with the ability to understand how residents, community members, staff, funders, elected officials and all stakeholders can contribute to useful outcomes for shelter users.

Key Areas of Responsibility

Shelter Resident Service Plans & Shelter Resident Support

- Provide leadership, support and oversight of client service plans within the Shelter, including holding a direct caseload.
- Develop, support the development of, and oversee the implementation of tailored service plans for shelter residents.
- Coordinate supports to isolated clients, including those who have transitioned into independent housing, ensuring they remain connected to resources.
- Support and lead emergency/crisis responses.
- Plan and implement educational, skill-building and community-building initiatives to support shelter program user service plans and goals.

- Collaborate with housing workers and external service providers to facilitate housing access and stability.
- Conduct and support follow-up visits and wellness checks for recently housed clients.
- Work closely with community service providers and internal program teams to ensure coordinated and effective support for resident goals.

Harm-Reduction, Advocacy and Trauma-Informed Approach

- Lead development and implementation of harm reduction and overdose prevention activities, including procedures and messaging on site, and training/re-training for staff, volunteers and shelter residents as necessary.
- Establish partnerships with harm reduction-related service providers and pursue integration of external supports.
- Advocate for harm reduction and a trauma-informed approach with all stakeholders.
- Support the self-advocacy and dignity of shelter users.
- Provide and support advocacy efforts by staff and others for the benefit of shelter residents and un/under-housed people/communities.

Community Engagement & Stakeholder Relations

- Represent Warden Woods Shelter Services at community tables, meetings, and stakeholder forums (participation, info-sharing, presentations, leadership, etc.)
- Establish and maintain effective working relationships with shelter and community residents, community leaders, elected officials, partners, community organizations, Toronto Police, neighbours, residents, local businesses and all other stakeholders.
- Participate in planning and development initiatives related to our shelter and the sectors that impact our work, ensuring the needs of shelter users are articulated and centered.
- Work proactively and inclusively to develop good relations between our shelter site and the wider community.
- Act as a community resource for de-escalation, conflict resolution, building consensus and problem-solving on issues related to our shelter.
- Develop and support the creation, dissemination, posting and regular updating of all Shelter communication materials for awareness, outreach and engagement purposes.
- Maintains and sources appropriate data/statistics to support useful community conversations and relationships.

Program Leadership & Supervision

- Supervise and support frontline staff involved in relationship-building and case management efforts, and make suggestions to management for changes in structure and approach.
- Ensure a user-centered, trauma-informed approach is practiced, and stay abreast of best practices for our environment.
- Provide guidance and capacity-building for staff in handling complex cases.
- 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.

Key Qualifications

- 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)
- Experience in conflict resolution, consensus-building, stakeholder engagement and working with diverse populations/perspectives.
- 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:

- \$70,000 annual salary plus comprehensive benefits.
- Normal Shift Hours: 10am-6pm, Monday – Friday.

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.

In your cover letter, please ensure that you explain why you would like to work at Warden Woods Community Centre and why you are qualified for the position as tied to the responsibilities listed above. Please send resume and cover letter via e-mail only to: careers@wardenwoods.com with the subject heading: **Service Plans, Advocacy and Community Connections Supervisor** in the subject line, **no later than March 23, 2025.**

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