



JOB POSTING: Manager of Shelter in Community

Full-Time Management Role, 18-month Contract with possibility of extension

35 hours weekly

Sunday to Thursday *or* Tuesday to Saturday (variable weekly schedule of days and hours to be determined to support this 24/7 operation)

THE ORGANIZATION AND THE PROGRAM:

Warden Woods Community Centre is, first and foremost, a neighbourhood centre, empowering neighbours to work together to meet local challenges and create shared approaches to building community. We have been working collaboratively to support the needs and interests of local communities in Southwest Scarborough since 1970. As a multi-service charitable organization, we provide essential supports like assisted living, daycare and meal programs, while also supporting caring, compassionate, just and interdependent community life for all.

Our organization has been offering emergency shelter services since 2017. The current shelter program is a 45-bed mixed adult program in a motel-style site. Our move to an 80-bed purpose-renovated site is planned for early 2027.

We will approach new shelter operations at the new site in the same way we approach all of our operations- with a spirit of collaboration, and with a focus on respectful relationship-building. **A peaceful, safe and harmonious neighbourhood is good for everyone, from long-time local residents to the residents who have found themselves in need of emergency shelter.**

The **Manager of Shelter in Community** is responsible for running a high-quality shelter program that exemplifies the mission of our neighbourhood centre- to build a caring, compassionate, just and interdependent community for all.

ESSENTIAL RESPONSIBILITIES:

- Lead the delivery of a dignified, clean, compliant shelter program that goes beyond transactional service delivery to develop a peaceful, safe and harmonious community.
- Create a community within the shelter by fostering meaningful relationships, increasing connections, building a peaceful, safe and healing environment focused on resident needs and interests, exploring and implementing innovative strategies for shelter operations.
- Lead the delivery of a neighbourhood-based shelter program that exemplifies the mission, vision, and values of a multi-service neighbourhood centre.

- Lead the on-going development of a functional relationship between the shelter with the surrounding community and work to integrate shelter residents as valuable members of a neighbourhood and community.
- Lead the development of meaningful programming, activities, services, events, and opportunities for residents to engage with each other and with staff.
- Lead a shelter program that meets or exceeds shelter standards, demonstrating and articulating a clear community-based approach that is aligned with organizational values across departments and programs.
- Work in close collaboration with staff and residents, modelling and encouraging visible, approachable, and honest leadership.
- Demonstrate Anti-Oppressive, Anti-Racist values and creativity in shelter design and delivery, and in the on-going development of shelter staff members.
- Be a courageous advocate for shelter residents and inclusive neighbourhoods, guiding staff members to build and teach effective advocacy and self-advocacy skills.
- Build effective, mutually beneficial partnerships to bring relevant and innovative opportunities to shelter residents year-round.
- Be attentive to the state of our city and understand systemic oppression as it relates to shelter and housing for all; lead advocacy efforts accordingly.
- Model seasoned expertise in crisis and conflict management and mentor the shelter team to be community leaders in these areas.
- Supervise a team of supervisors (6-12) and front-line staff (35-60) and oversee effective training and development for teams and individuals (including ensuring all staff are trained effectively and are developing their skills and approach progressively throughout their tenure with the organization).
- Provide hands-on support during high demand periods.
- Oversee program-specific policy and procedures development and improvements, and oversee inspection preparation (IPAC, Harm Reduction, Quality Assurance).
- Lead clear communications and accountability across all teams regarding policies, procedures, inspections, reporting and safety checks.
- Oversee all required documenting, reporting, stats keeping and record keeping related to the shelter program.
- Oversee program spending and collaborate on program budgeting including the development of applications for project funding.
- Plan and implement effective mechanisms to evaluate program impact involving residents, staff and partners, and work towards consistently improving the program model and its delivery.
- Build and maintain effective relationships with funders, elected officials, municipal departments, neighbours, organizational partners and all parties involved in shelter operations.
- Pursue and contribute to new funding opportunities for creative programs and projects that benefit the shelter program and its residents.
- Oversee mutually beneficial Volunteer and Student engagement within the shelter program.

- Support cross-departmental collaboration as an organizational leader and contribute with enthusiasm to WWCC organizational initiatives.
- Other duties as assigned.

QUALIFICATIONS:

To perform this critical role successfully, the Manager of Shelter in Community must be able to fulfill all essential elements of the job to a high standard and be able to work collaboratively and effectively in an ambitious, passionate environment.

Qualifications for this role include:

- Experienced non-profit program leader with a minimum of 5 years' experience in a lead role with multiple direct staff reports.
- At least 3 years' experience in an emergency shelter, housing, or 24/7 drop-in program provision, providing emergency and crisis supports for adults in an urban setting.
- At least 3 years' experience in a unionized workplace, ideally within management.
- A bachelor's degree in a related discipline is generally required. An equivalent combination of education, training and experience will be considered.
- Experienced manager with a proven track record of aligning, motivating and developing diverse teams and roles to deliver high quality programs and services.
- Strong leadership and decision-making skills including the ability to respond to crisis, communicate concisely, think collaboratively, and appropriately assess benefits and risks.
- Strong emotional intelligence and reliable ability to coach, mentor, relate and listen to competing interests for effective short and longer-term problem-solving.
- Solid working knowledge of Toronto Shelter Standards and best practices within the emergency housing sector.
- Demonstrated ability and passion to work from an explicitly Anti-Racist and Anti-Opressive framework, and ability to recognize, articulate and respond to the systems of privilege and oppression that are at play within a shelter program.
- Knowledge of Southwest Scarborough communities and infrastructure is an asset.
- Exceptional written, oral and presentation skills in English, exceptionally organized and consistent.
- Excellent project management and implementation skills.
- Demonstrated computer expertise with Microsoft Office tools, database systems and current applications.
- Self-motivated, results driven, detail oriented, and adaptable.
- Must successfully pass a criminal background check.

- Must be passionate about Warden Woods' Vision, Mission, and Values, and the evolving direction of the organization to meet community needs and interests. Warden Woods Community Centre works with and for primarily Black and racialized communities and is committed to improving the life of communities in Southwest Scarborough- passion and experience in line with these pursuits is a must.

PHYSICAL DEMANDS

The employee is required to move around a range of spaces within our buildings, sites and community (some of which have stairs), lift and carry objects up to 30 lbs, and drive organizational vehicles.

WORKING LOCATION

Full-time on-site work in Southwest Scarborough

HOURS, BENEFITS, & COMPENSATION

This is a full-time management position (35 hours weekly) with scheduling required to support 24/7 operation, including regular weekend and evening hours. Schedule Tuesday to Saturday or Sunday to Thursday and regular hours TBD.

Salary: \$82,000 annually

Comprehensive health/dental benefits, LTD with contribution, and optional RRSP matching.

APPLICATION INSTRUCTIONS

WWCC is an equal opportunity employer committed to gender equality and social 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 and racialized people, Indigenous peoples, 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.

Please submit your resume and cover letter by **December 29, 2025**, via email to careers@wardenwoods.com, with Subject Line: **Manager of Shelter in Community**

While we thank all who apply, only those selected for interviews will be contacted. Recruitment will close when the required position is filled.