WHERE COMMUNITY MEETS OPPORTUNITY
WARDEN WOODS
COMMUNITY CENTRE

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JOB POSTING

Position Title: Shelter Program Worker
Employment Type: Casual
Department: Shelter Program
Location: 4584 Kingston Road, Scarborough
Organization: Warden Woods Community Centre

About Us

Warden Woods Community Centre is 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. Learn more: wardenwoods.com.

Position Summary

Reporting to the Shelter Supervisor, the Shelter Program Worker plays an important role in supporting a welcoming, peaceful, and connected shelter community. This position is rooted in a community development approach that centres dignity, relationship-building, and mutual care. The Shelter Program Worker works alongside residents, co-workers, and community partners to help create an environment where people feel safe, supported and able to connect with one another.

The Shelter Program Worker also contributes to strengthening connections between the shelter, broader neighbourhood and WWCC programs, supporting inclusive communities both within and beyond the shelter.

Job Responsibilities

- Build respectful, trusting and meaningful relationships with shelter residents through consistent presence, active listening, and compassionate communication
- Support a peaceful, safe and welcoming environment that reflects WWCC's values of dignity, inclusion and responsiveness to residents' needs and interests
- Support the day-to-day shelter operations and respond to residents' needs, questions, and concerns in a supportive and respectful manner
- Support the planning and implementation of meaningful activities, programming and events that encourage connection between residents and staff
- Encourage positive interactions, shared responsibility, and resident participation in activities and programming
- Respond to incidents or emergencies with care and professionalism following organizational protocols while prioritizing residents' safety and dignity
- Work collaboratively with co-workers, supervisors, and security staff, prioritizing de-escalation, communication, and collective problem solving

- Be a courageous advocate for shelter residents, supporting inclusive shelter practices and respectful relationships with the surrounding neighbourhood.
- Provide information, referrals, and informal support connecting residents to WWCC programs and community resources and opportunities
- Support food administration by preparing hot and cold drinks, serving meals and snacks, monitoring food safety standards, restocking supplied, and recording daily statistics
- Support site upkeep and maintenance by ensuring washrooms, kitchen supplies are replenished, deliveries and surplus items are securely stocked, and light cleaning of common areas is completed
- Distribute hygiene supplies, harm reduction materials, and other basic needs items with care and respect, maintaining accurate records
- Complete shift logs, incident reports, and required documentation to support continuity and accountability across staff teams
- Commitment to participate in staff training, meetings, and community events as required.
- 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.

Qualifications:

- Minimum one year of direct work experience with under/unhoused community members and/or people navigating poverty, preferably in an emergency shelter, housing or 24/7 drop-in program provision, providing emergency and crisis supports for adults in an urban setting
- Post-secondary education in Social Work, Community Services, or equivalent training/work experience is an asset
- Solid working knowledge of Toronto Shelter Standards and best practices within the emergency housing sector.
- 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.
- Demonstrated ability and passion to work from an explicitly Anti-Racist and Anti-Oppressive framework, and ability to recognize, articulate and respond to the systems of privilege and oppression that are at play within a shelter program.
- Strong communication skills (oral and written) in English.
- Experience in conflict resolution, consensus-building, stakeholder engagement is an asset.
- Knowledge of Microsoft Office applications, database systems, and general computer literacy.
- First Aid certification is required (can be obtained after hiring).
- Knowledge of Southwest Scarborough communities and infrastructure is an asset.
- A clear Criminal Reference Check is a condition of employment.
- Must be legally entitled to work in Canada.

Compensation and Hours of Work:

- **Employment Type:** Casual
- **Hours:** Up to 30 hours a week. This position requires availability and flexibility to work a variety of shifts throughout the week and the weekend, including: morning (7 AM – 3 PM), afternoon (3 PM – 11 PM) and overnight (11 PM – 7 AM).
- **Hourly Rate:** $32.67
- **Work Location:** In-person at 4584 Kingston Road, Scarborough

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.

Warden Woods Community Centre is a unionized workplace, and employees are represented by CUPE Local 5218; this is a bargaining unit position.

Our hiring process requires a direct email submission to ensure files are processed correctly in our internal systems. **To apply, please send your resume and cover letter via email to careers@wardenwoods.com with "*Casual Shelter Program Worker*" in the subject line.**

Applications will be reviewed on a rolling basis, and the position will remain posted until filled.