WHERE COMMUNITY MEETS OPPORTUNITY
WARDEN WOODS
COMMUNITY CENTRE

74 Firvalley Court, Scarborough
Ontario, M1L 1N9
(416) 694 1138
www.wardenwoods.com

JOB POSTING

Position Title: Case Management and Housing Support Manager
Program: Drop-in and Shelter in Community
Employment Type: Full-Time
Hours of Work: 35 hours per week; schedule as suited to operational needs
Annual salary: $70,000, plus comprehensive benefits. Salary is not negotiable
Location: In-person at 4584 Kingston Road, Scarborough, ON or other sites as required

The Organization

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 support like assisted living, daycare and meal programs, while also supporting caring, compassionate, just and interdependent community life for all. Learn more at wardenwoods.com

Position Summary

The Case Management and Housing Support Manager will lead and support the excellent delivery of critical support services to individuals within our shelter program and other programs as directed. This Manager will lead adherence to all case management requirements imposed by funders and internal requirements to ensure practices and processes are transparent, accountable, and as effective as possible. Reporting to the Director of Drop-In and Shelter in Community and supervising up to 5+FTE.

The successful candidate is a hands-on leader 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.

This position is 100% on-site, with the requirement of off-site/mobile work in the community to achieve program/service goals (primarily Southwest Scarborough, Toronto, GTA, etc.)

Key Areas of Responsibilities

Case Management:

- Provide case management leadership to the entire shelter team and act as a knowledgeable, steady advocate for the team's full engagement in individualized, effective supports for shelter residents from entry to exit.
- Implement pro-active, solution-focused case management services and supports for shelter residents from entry to exit.
- Provide residents and community members with accessible preliminary information about case management.
- Work with residents to determine their immediate needs/goals (e.g., health, harm education needs, safety considerations).
- Work with residents to develop, pursue, update and document a collaborative and individualized service plan that captures residents' needs, strengths, challenges and preferences.

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- Use SMIS effectively to document case management work and adhere to all documentation requirements.
- Build productive relationships with residents to support their goals and the goals of the shelter program as a whole, including engaging in regular and frequent contact to keep current our program's understanding of the circumstances facing residents.
- Review a range of housing options with residents and pursue housing options, including private market rental housing, social housing and supportive housing and support all shelter clients to submit all appropriate housing applications.
- Support residents to understand and apply for any resources and financial supports they may be eligible for and interested in, including but not limited to housing benefits, income supports, health supports, and follow-up supports.
- Ensure that Indigenous residents are aware of Indigenous-specific supports and ensure supports specific to equity-deserving groups are offered and kept current.
- Develop partnerships with other service providers and entities that can support a shelter resident's journey.
- Propose discharges when warranted.
- Complete discharges when necessary and approved, including provision of resources, de-escalation and team coordination.
- Perform required follow up to support discharged residents.

Harm-Reduction, Advocacy and Trauma-Informed Leadership:

- 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.
- Lead and support advocacy efforts by staff/organization and others for the benefit of shelter residents and un/under-housed people/communities.

Community Engagement & Stakeholder Relations:

- Represent Warden Woods at community tables, meetings, and stakeholder forums.
- 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.
- Maintain and source appropriate data/statistics to support useful community conversations and relationships.

Program Leadership & Supervision of Staff:

- Supervise and support frontline staff involved in relationship-building and case management efforts and make suggestions to management for changes in structure and approach.

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- 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 the development of case-management skills within the shelter program as a whole.
- 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 5 years of direct work experience with unhoused community members in shelter work, case management, drop-in and/or harm reduction service provision or another similar program/service environment.
- Minimum 3 years of direct experience developing and implementing individualized plans with un/under-housed people.
- Minimum 2 years in a leadership role.
- 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, people with disabilities, 2SLGBTQIA+ people and Indigenous people within the shelter system.
- Excellent communication skills (written and verbal in English is required).
- Experience in conflict resolution, consensus-building, stakeholder engagement and working to bridge 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.
- A Police reference check (vulnerable sector) is required prior to start.
- Must be legally entitled to work in Canada.

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 applicable employees are represented by CUPE Local 5218. **This is a management/exempt (non-union) 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 in one file via email to careers@wardenwoods.com with "*Case Management Manager*" in the subject line, no later than November 2, 2026.**