WHERE COMMUNITY MEETS OPPORTUNITY
WARDEN WOODS
COMMUNITY CENTRE

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

JOB POSTING

Position Title: Resident Service Plans Lead
Program: Shelter in Community
Status: Full-time, 3-month contract
Hours: 35 hours a week; Sunday to Thursday 12 PM to 8 PM
Hourly Rate: $35.42 per hour
Work Location: in-person at 4584 Kingston Rd, 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 Resident Service Plans Lead 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.

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.

Job Responsibilities

- 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.

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- 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.

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 plan 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)

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- Bachelor's degree in Social 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, TSSS5 and SMIS and Microsoft Office Suite.
- Knowledge of Southwest Scarborough is a definite asset.
- Standard First Aid & CPR certification is required.
- 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.

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 "*Resident Service Plans Lead*" in the subject line, no later than October 31, 2026.**