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: Shelter Supervisor (Morning Shift)
Employment Type: Full-time, Permanent
Hours of Work: 40 hours per week (Mondays to Fridays, 7 AM – 3 PM). Occasional flexibility may be required to support program operations.
Hourly Rate: $33.65
Program: Shelter in Community
Location: in-person at 4584 Kingston Road, Scarborough M1E 2P4

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 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 Manager of Shelter in Community, the Shelter Supervisor provides on-site leadership to front-line, responds to residents' needs, and helps ensure the shelter operates safely, respectfully, and in alignment with Toronto Shelter Standards. Using a trauma-informed, resident-centred, and anti-oppressive approach, the role focuses on shelter operations, staff support, crisis prevention, and maintaining a positive and dignified community environment for residents.

Job Responsibilities

- Provide on-site supervision and leadership to shelter staff while on shift.
- Lead the daily operation of the shelter, ensuring services are delivered safely, respectfully, and in alignment with organizational values and Toronto Shelter Standards.
- Foster a sense of community within the shelter by encouraging respectful relationships, collaboration, and positive engagement between residents and staff.
- Support the development and facilitation of skills-building, vocational, and recreational activities that encourage participation, connection, and personal growth among residents.
- Provide guidance, mentorship, and coaching to shelter staff during shifts, supporting team members in their day-to-day work and professional development.
- Respond to resident concerns, incidents, and crisis situations using trauma-informed and de-escalation approaches, and support staff in responding in the same way.
- Ensure clear communication and coordination between shifts, sharing key updates with the Manager of Shelter in Community, other Shelter Supervisors, and front-line staff.

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- Ensure accurate and timely documentation of incidents, shift notes, and other important records, and support team members in maintaining strong documentation practices.
- Maintain strict confidentiality and handle residents and program information in accordance with organizational policies and privacy standards.
- Help maintain a clean, organized, and welcoming physical environment, ensuring shared spaces, supplies, and storage areas are well maintained and accessible.
- Participate in maintaining a safe environment through regular walkthroughs, attention to safety procedures, and responsive support when issues arise.
- Support residents in navigating and connecting with community services and support agencies, advocating for residents' rights, access to services, and equitable treatment, and helping facilitate referrals and communication when needed.
- Participate in the hiring, scheduling, and supervision of shelter staff and volunteers.
- 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:

- At least 3 years of experience working in emergency shelters, housing programs, drop-ins, or related community services.
- At least 1 year of experience supervising staff or leading shifts in a social service or shelter environment.
- Excellent communication skills, leadership, and interpersonal skills.
- Strong skills in crisis intervention, conflict resolution, and de-escalation are an asset.
- Knowledge of Toronto Shelter Standards and the Shelter Management Information System (SMIS) is an asset.
- Training in areas such as harm reduction, trauma-informed care, Mental Health Awareness, and First Aid/CPR is considered an asset.
- Proficiency in Microsoft Office applications and comfort using computer systems and documentation tools.
- Ability 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.
- Successful completion of a criminal background check prior to start.
- 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.
- Knowledge of Southwest Scarborough communities and infrastructure is an asset.
- Must be legally entitled to work in Canada.

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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 "Shelter Supervisor" in the subject line, no later than November 30, 2026.**