



Internal & External Posting Relief Shelter Worker

For 50 years Nellie's has been providing shelter and support for marginalized women and their children in the Greater Toronto Area. We operate programs and services, for women and their children who had or are experiencing violence, poverty, and homelessness. Nellie's works to lessen homeless for women and their children whether the cause is family violence, mental health, or any other reason that results in dealing with the impact from trauma.

Our core operations involve our 38-bed emergency shelter for women and their children who are homeless or escaping violent situations. In addition to our shelter, Nellie's operates Outreach programs that provides after care support and follow-up services to women and their children after they leave the shelter.

Nellie's is currently looking to hire Relief Shelter Worker. The Shelter Worker is responsible for the direct support and service to women and children in the shelter.

Nellie's is committed to the development of an agency that reflects the women it serves. This position is open to all women*. Woman* signifies anyone who self-identifies as female, femme and/or woman. This includes transwomen, cisgender women, non- binary people who identify as femme or female presenting. Applications from equity seeking groups are strongly encouraged.

JOB DESCRIPTION

Direct Support and Services

- Ensure that all tasks are completed and follow up communicated
- Completes intake and all necessary forms for women admitted to shelter on data base
- Provides daily concrete support services to residents, such as TTC., clothing, food, first aid.
- Provides information and referral to both women in the community and shelter residents
- Crisis support to women both over the telephone and in shelter
- Acts as an advocate and provides support and accompaniment as needed
- Support the implementation and facilitation of programming for shelter residents
- Facilitates house meetings as needed
- Mediates conflict between residents
- Ensures the health and safety of shelter residents
- Complete daily routine room checks
- Ensure that chores are completed as per chore list
- Conducts monthly fire drill as needed
- Support cooks during meal time in the dining room as needed

- Complete Case management follow up
- Works in collaboration with case management worker and liaise with all internal & external service providers relating to clients' case plans

Shelter Administration

- Ensure that stats are collected and files documented
- Maintains women's files and completes all shelter documentation on related data base
- Maintains service statistics
- Completes all household and shift duties
- Report writing as required
- Maintains office area in an organized, tidy and clean manner.
- Filing and general administration related to office organization.

Social Justice, Community Education and Outreach

- Outreach and participation in community actions
- Participation on Board Committees as required
- Public Speaking and community education
- Liaison with community support services

Other Duties

- Works co-operatively as a member of the shelter team.
- Attends regular relief team meetings, staff training sessions and planning meetings as required
- Share in on-call duties
- Assists with other duties as required, from time to time, aiding in the efficient operation of the organization

Qualifications

- Post-secondary education in the area of social work/social service or related field of studies
- 2 or more years experience working with women in crisis and/or in the areas of homelessness, poverty and violence
- Strong knowledge of the following: mental health and addictions, LGBTQ2+ and harm reduction framework
- Experience in the social service sector ideally in an agency delivering counseling, crisis intervention or advocacy services
- Able to work shifts including nights and weekends
- Consistently demonstrates reliable professionalism in working in, out and across the organization
- Registered social work/social service an asset
- Current CPI certification an asset

Hours: On-call
Salary: \$28.63/hour
Date of Posting: November 12th, 2025
Deadline to Apply: December 12th, 2025

Nellie's is committed to the development of an agency that reflects the women it serves. Applications from Aboriginal Women, World Majority Women/Women of Colour, Lesbians, Bisexual Women, Transgendered Women and Women with Disabilities, Women who have experienced Violence and Consumer Survivors are strongly encouraged.

Please email your application to hr@nellies.org. Only those candidates who will be interviewed will be contacted. The successful candidate will be required to obtain a Police Records Check for the vulnerable sector.

Nellie's is a unionized workplace with the Workers United Canada Council. This position is within the bargaining unit and as such the terms and conditions of employment are in accordance with the Collective Agreement.