



**Internal/External Posting
Shelter Manager
Full-Time Permanent Non-Union Position**

Nellie's is a place of respite and rejuvenation for women* and their children navigating a variety of challenges. Through community outreach, skill-building programs, and space for the unhoused to find shelter, clients are empowered to take steps to change their lives. We welcome people who seek guidance as they reclaim their strength and tap into their resilience to find a new path for their life. The individuals who come through the shelter or access our community outreach programs come to us with unique experiences and needs. Nellie's mandate to help all women and their children, regardless of circumstances is what makes the organization's work essential.

Our core operations involve our 40-bed emergency shelter for women and their children who are homeless or escaping violent situations. In addition to our shelter, Nellie's operates Community Support and Outreach programs that provides after care support and follow-up services to women and their children after they leave the shelter, as well as transitional housing support for women living in the community who are homeless or at-risk of becoming homeless.

Nellie's is currently seeking a **Manager, Shelter** to provide leadership and day-to-day oversight of shelter operations, including frontline services, administration, and client support. This role is responsible for ensuring that staff—including part-time employees, relief workers, students, and volunteers—are equipped with the tools and resources they need to provide client-centered support grounded in feminist, anti-racist, and anti-oppressive principles.

Nellie's is committed to building a team that reflects the diverse communities we serve. This position is open to all women*. *Women includes individuals who self-identify as women, femme, and/or female, including trans women, cisgender women, and non-binary people who identify as femme or female-presenting. Applications from equity-seeking groups are strongly encouraged.

JOB DESCRIPTION

Operations & Program Support

- Manage day-to-day shelter operations to ensure effective service delivery.
- Support case management processes and respond to crises as required.
- Supervise frontline staff to ensure efficient shelter operations.
- Collaborate with the Program Director or designate to develop and implement short- and long-term program goals in alignment with funder requirements and strategic priorities.
- Assist in the development of new services and programming for women and children based on emerging community needs.

- Oversee program activities, data collection, and reporting to meet internal and funder requirements.
- Support fund development efforts by providing program and service information.
- Manage community relations and respond to external inquiries.
- Conduct investigations into internal client complaints and see through resolutions in accordance with Nellie's reporting policy.

Staff Management & Support

- Participate in the recruitment, onboarding, and training of staff, placement students, and volunteers.
- Provide regular coaching, and performance evaluations for staff.
- Ensure that regular supervision is being conducted.
- Maintain up-to-date performance management files.
- Ensure regular audits of all supervision and performance management files.
- Facilitate communication between management and staff.
- Support staff development through training opportunities and a professional growth program.
- Mediate workplace conflicts when necessary.
- Conducting audits of WISH and SMIS for data integrity and risk mitigation.

Community Engagement & Sector Liaison

- Represent Nellie's at sectoral tables and advocacy initiatives.
- Promote shelter programs in the community and maintain positive relationships with partner organizations.

Administrative Responsibilities

- Oversee shelter-related expenses, including petty cash and PNA reconciliation.
- Assist in preparing correspondence, reports, meeting minutes, and other documentation.
- Ensure all policy documents are up-to-date and accessible.
- Submit program statistics and funder reports on schedule.
- Maintain strong operational systems to track supports, activities, and statistics.
- Ensure compliance with health and safety regulations for both staff and program participants.
- Organize and facilitate regular team meetings.
- Oversee incident reporting and complete WSIB forms when required.

Human Resources

- Participate in hiring shelter personnel and overseeing timecard compliance.
- Address disciplinary issues and participate in grievance procedures in line with union guidelines.

Facilities Oversight

- Provide leadership in the overall management of the shelter facility to ensure a safe, secure, and welcoming environment for residents, staff, and visitors.
- Oversee day-to-day facility operations in collaboration with the maintenance team and external contractors, ensuring timely response to repairs, maintenance requests, and health and safety concerns.

- Ensure the shelter space is maintained in compliance with public health, fire safety, and accessibility standards.
- Liaise with property management, City officials, and vendors as required to support building operations and capital improvements.
- Participate in facilities planning to support program delivery and resident well-being, including space use, furniture/equipment needs, and emergency preparedness.
- Monitor shelter occupancy and physical resources to ensure adequate space and supplies for client needs.

General

- Adhere to Nellie’s policies, procedures, and organizational values.
- Provide leadership to direct reports and support their areas of responsibility.
- Maintain a cooperative team environment and contribute to overall agency operations.
- Attend and participate in staff meetings and team-building events.
- Other duties as assigned by the Program Director or designate.
- Prioritize tasks in consultation with the Program Director based on organizational needs.

QUALIFICATIONS

- BSW or a related degree; must be in good standing with the Ontario College of Social Workers and Social Service Workers.
- Minimum 7–10 years of progressive experience in the social services sector, including 3–5 years in a management role.
- Experience in a unionized work environment preferred.
- Strong commitment to anti-oppression, equity, and social justice principles.
- Demonstrated professionalism and collaboration across departments.
- Experience in program development, facilitation, and staff training an asset.
- Knowledge of the VAW sector, relevant legislation, and sector best practices.
- Strong interpersonal skills and community engagement experience.
- Highly organized, able to multitask, and meet deadlines in a fast-paced environment.
- Strong problem-solving and decision-making abilities.
- Ability to work independently and as part of a multidisciplinary team.
- Availability for evening and weekend work as needed.
- Valid First Aid/CPR certification.
- Asset certifications: CPI, ASIST, Mental Health First Aid, or CBT.

Full-Time Permanent

Hours: 35 hrs/week – Monday to Friday, back-up on-call, some weekends and evenings as required.

Salary: \$75,000 annually

Date of Posting: January 27th, 2026

Deadline to Apply: February 27th, 2026

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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.

Please submit your application by email to hr@nellies.org. We thank all applicants for applying, however, only candidates selected for an interview will be contacted. The successful candidate will be required to provide a Police Records Check for the Vulnerable Sector prior to starting.

Nellie's is a unionized workplace with the Workers United Canada Council.