



Internal & External Posting

Transitional Housing Expansion (THX) Program Worker

6-Month Maternity Leave Coverage Contract (June 1st, 2026 – Dec 31st, 2026)

Full-Time Unionized Role

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.

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.

The THX Program provides outreach support to women and gender diverse people who are currently experiencing or who have experience gender-based violence who may also be experiencing mental health and substance use challenges. The THX Program Worker works directly with these individuals and families, providing client-centered case management support. Case management includes providing support with housing, income, mental health, substance use, legal, immigration, employment, education, and referrals to community supports. Support will be provided from a harm reduction and trauma-informed perspective. The THX Program Worker will be responsible for providing crisis intervention, advocacy support, accompanying clients to appointments, collaborating with community agencies and developing safety and transition plans. The THX Program Worker will support individuals and families in the community who can be located anywhere in the City of Toronto.

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 SUMMARY/DESCRIPTION

Case Management

- Provide one-on-one case management support, including providing support with housing, income, mental health, substance use, legal, immigration, employment, education and referrals to community supports.
- Work with clients to create and implement safety plans and transitional support plans that are client-centered and based on their individual needs. Transitional support plan should identify the short-term and long-term goals that the individual would like to achieve and the steps they will need to achieve these goals.
- Support clients to apply for subsidized housing and special priority for people experiencing domestic violence or human trafficking.
- Support clients to look for private market housing, and for clients that qualify support them to access rent supplement programs.
- Support clients to coordinate moving, including accessing financial support (Housing Stabilization Fund, Rent Bank) and referrals to the Furniture Bank and Shelter Movers. Provide eviction prevention support including advocating with landlords, accessing legal advice and landlord and tenant board hearings.
- Support clients to apply for income supports, including Ontario Works, Ontario Disability Support Program, EI, child tax benefit, CPP and OAS. Support clients to complete taxes by referring to community tax clinic. Clients may need support with budgeting or referrals to programs that assist with managing finances (e.g. voluntary financial trustee) or credit counselling.
- Provide support with mental health and substance use challenges from a harm reduction and trauma informed perspective. As necessary, refer clients to mental health and substance use clinical supports.
- Support clients to access food banks and other programs that assist with food security.
- Support clients to secure legal assistance, prepare for court proceedings and accompany clients to court.
- Support clients with immigration by connecting them to community supports that specialize in immigration and supporting clients to secure legal assistance.
- Support clients to access parenting resources, childcare subsidy, childcare programs and school registration.
- Support and accompany clients to appointments and services when appropriate.
- Attend case management meetings and case conferences with internal and external teams to support client needs; including case management with external project partners to ensure continuum of support, referrals, and action plans for clients.
- Collaborate with community agencies to support client needs.

Crisis Intervention

- Provide crisis intervention and support clients with the development of skills to deal with crisis, de-escalation and grounding.
- Provide overdose prevention, education, and information for safe drug use/safer sex supplies, disposal of used equipment and provide harm reduction supplies and supports to clients.

Community Networking and Partnership

- Attend FOCUS Toronto Situation Table meetings to connect with individuals and families in crisis in the community experiencing domestic violence or human trafficking.
- Provide housing help at community agencies as outreach to connect with women and gender diverse people in the community who have experienced gender-based violence who may be experiencing mental health or substance use challenges.
- Coordinate and collaborate with the THSP and THX teams to implement a targeted outreach strategy to survivors of gender-based violence, sexual exploitation, or individuals at risk who experience mental health and harm reduction needs.
- Actively leverage internal programs and services and work with external organizations to maximize clients' access to resources and to enhance services.
- Research, develop, and facilitate workshops for clients in the community on the following topics: gender-based violence awareness, mental health and wellness, developing coping strategies, life skills, harm reduction, housing and income supports.
- Source and maintain opportunities for collaborative partnership with like-minded organizations, especially in the mental health and harm reduction sector, to address needs of survivors of gender-based violence and/or sexual exploitation.
- Keep current of trends, community resources and developments in the gender-based violence sector, mental health sector, harm reduction sector and housing sector by participating in workshops, conferences, and continued professional development.

Other

- Under the direction of the Housing Supervisor, Community Support & Outreach Program, identify and participate in community committees, networks and initiatives that address systemic issues related to gender-based violence, mental health, harm reduction and housing.
- Participate in development, implementation and review of program work plans and delivery models.
- Maintain documented client files using W.I.S.H. system.
- Submit monthly statistical data, as required.
- On-going updating of the Excel Spreadsheet.

- Create and submit quarterly work plans.
- Other duties as required.

Teamwork, Problem Solving, and Decision Making

- Offer assistance to others whenever possible/appropriate. Supportive of colleagues.
- Accept input and ideas from colleagues in building mutual commitment to team goals.
- Actively support and promote decisions of the team.
- Perform in a manner that is consistent with organization's mission, vision, goals, and values.
- Program and service delivery is professional, ethical, and meets organization's standards within an integrated feminist ARAO, framework.
- Represent Nellie's in a professional way that upholds organization's policies on code on conduct and conflicts of interest.
- Manage conflict effectively.
- Identifies relevant alternatives and evaluates the potential consequences of each before taking action.
- Regularly make suggestions that result in improved work processes.
- Demonstrate a high level of trustworthiness and integrity.
- Receive and participate in annual performance evaluation and regular supervision with direct supervisor.

Requirements

- Completion of a College diploma or a University degree in Social Work/Social Services.
- Be eligible to be registered with the College of Ontario Social Workers and Social Service Workers (OSWSSW), considered an asset.
- 1 to 3 years' experience working in housing and providing client entered care focused on issues of trauma with clients at risk and/or homeless would be an asset.
- 1 to 3 years' case management experience working in the community mental health and harm reduction sector considered an asset.
- Experience and training in working from an anti-racism/anti oppression framework, trauma-informed care, 2SLGBTQ+ positive framework and harm reduction framework.
- Knowledge of the impact of systemic oppression on women, Two Spirit, trans and non-binary and gender diverse adults and children, including sexism, racism, poverty, homophobia, transphobia, and dis/ability.
- Demonstrated knowledge, skills, training and experience with providing services to clients with single or polysubstance use, using a harm reduction approach.
- Experience in overdose prevention education and information for safer drug use/safer sex supplies, disposal of used equipment and providing harm reduction supplies would be an asset.
- A certificate in trauma counselling would be an asset.

- Knowledge of immigration and housing systems and a proven ability to advocate effectively.
- Proven experience in the development, delivery and evaluation of workshops and groups.
- Demonstrated understanding of the social determinants of health and knowledge of how to access and refer clients to appropriate community resources and services.
- Solid understanding of the violence and/or sexual exploitation sector, Criminal Injury Compensation Applications, Victim Impact Statements, Child Protection legislation, Legal systems, housing systems and the systemic and political barriers facing individuals escaping violence and sexual exploitation.
- Demonstrated working knowledge of various income security programs such as Canada Pension Plan (CPP), Employment Insurance (EI), Ontario Disability Support Program (ODSP), Old Age Security (OAS) and Ontario Works (OW).
- Demonstrated knowledge of community resources and supports focused on housing, counselling, mental health, harm reduction, immigration, legal and community resources, including knowledge of applicable legislation.
- Maintain high levels of confidentiality regarding client information.
- Demonstrate commitment to ongoing professional development in order to provide optimal service delivery.
- Strong verbal and written communication skills informed by an integrated anti-racism, anti-oppression feminist approach.
- Knowledge of a second language and/or culture would be an asset.
- Proficiency in Microsoft Office products (Outlook, Excel, Word, Access, PowerPoint etc.) and other computer software (knowledge of WISH database an asset).

Hours: 35 hrs/week

Salary: \$55,353 annually.

Date of Posting: May 20th, 2026

Deadline of Applications: June 20th, 2026

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.

We regret that our shelter location is not physically accessible.

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.