



## **Internal & External Posting**

### **Community Housing Program Worker**

#### **Full-Time Unionized Position**

For over 50 years Nellie's has been providing shelter and support for marginalized women and their children in the Greater Toronto Area. Nellie's breaks the cycle of gender-based oppression through our unwavering commitment to offering a safe refuge for women and their children fleeing violence, poverty, and homelessness. Beyond safe housing, we empower women with advocacy, strength and support-based programming, enabling them to create a new path for life, free from the barriers of violence and oppression.

Our core operations involve our 44-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.

The Community Housing Worker provides outreach support to women and gender-diverse individuals who are currently experiencing, or have previously experienced, gender-based violence. Many clients may also be navigating mental health and/or substance use challenges. This role is responsible for completing housing applications for both community members and shelter residents. The Community Housing Worker collaborates closely with Case Management Workers to support clients in securing stable housing and participates in community drop-in programming as part of their outreach efforts.

**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.**

## **Key Responsibilities**

### **Support Women in Securing and Maintaining Housing**

- Research, develop, and maintain an up-to-date list of housing resources tailored to client's diverse needs.
- Build and sustain relationships within the housing sector to facilitate housing access.
- Provide individualized support to clients in exploring and selecting suitable housing options.
- Complete housing applications for shelter residents and community-based clients.
- Assist with Special Priority Housing applications and the Canada-Ontario Housing Benefit (COHB).

### **Advocacy and Legal Navigation**

- Support clients in accessing referrals related to family, immigration, criminal, and legal services.
- Educate clients about their rights under the Residential Tenancies Act and assist with Landlord and Tenant Board (LTB) processes.
- Advocate on behalf of clients with housing providers, legal aid, and government programs.
- Draft persuasive Special Priority Program letters and coordinate supporting documentation, including police reports.
- Provide accompaniment to legal appointments and court proceedings, and coordinate interpreters when necessary.
- Navigate victim services and assist in criminal injuries compensation claims.

### **Safety Planning and Risk Management**

- Conduct risk assessments and develop personalized safety plans with clients.
- Apply trauma-informed approaches in creating and adapting safety and crisis intervention strategies.
- Continuously reassess and update safety plans based on evolving client needs and circumstances.

### **Data Management and Program Reporting**

- Maintain accurate and confidential client records and service documentation in the participant management system.
- Monitor and report program outcomes and contribute to internal reporting and funding proposals.
- Supervise the Transitional Housing Program Support Worker in building a resource library for clients.

## **Community Integration and Transitional Support**

- Develop and update community resource guides to support client transitions.
- Foster community partnerships and facilitate client access to essential services (e.g. ID, income support, food banks).
- Coordinate and provide follow-up support for clients post-discharge from shelter.
- Escort clients to viewings, appointments, and community agencies as needed.

## **Community Education and Drop-In Programming**

- Develop and deliver workshops related to housing access, tenants' rights, and safety planning.
- Participate in relevant trainings and webinars to stay current on housing issues.
- Facilitate and attend community and shelter-based drop-in programs.

## **Team Collaboration and Case Coordination**

- Participate in case conferences and collaborative case planning with colleagues.
- Liaise with external agencies and professionals involved in client care.
- Contribute to a team culture grounded in collaboration, empathy, and client-centered service delivery.

## **Qualifications**

- Diploma or degree in Social Service Work, Social Work, or a related human services field (SSW designation required or eligible for registration with the OCSWSSW)
- Minimum 2–3 years of experience working with individuals experiencing homelessness, housing insecurity, or related barriers
- Demonstrated understanding of housing systems, including knowledge of Rent-Geared-to-Income (RGI), special priority housing (SPP), supportive housing, and private market housing options
- Experience supporting individuals impacted by gender-based violence, mental health challenges, and/or substance use
- Strong knowledge of trauma-informed, harm reduction, and anti-oppressive frameworks
- Proven ability to navigate complex systems including Ontario Works (OW), Ontario Disability Support Program (ODSP), and community housing portals
- Ability to advocate effectively with landlords, housing providers, and service agencies
- Excellent interpersonal, communication, and crisis intervention skills
- Ability to build and maintain trusting, professional relationships with diverse client populations
- Strong organizational and time management skills; able to manage multiple priorities and meet deadlines
- Proficiency in case documentation, client databases, and Microsoft Office Suite

- A satisfactory Vulnerable Sector Police Record Check is required prior to employment

**Hours: 35 hrs/week**

**Salary: \$55,353 annually.**

**Date of Posting: June 17<sup>th</sup>, 2026**

**Deadline of Applications: July 17<sup>th</sup>, 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.*

**Please email your application to [hr@nellies.org](mailto: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.