



About the Organization

Street Haven at the Crossroads is a feminist, women-centred organization providing shelter, supportive housing, addiction treatment, training services, and outreach supports. We work with women experiencing or at risk of homelessness, mental health challenges, addiction, trauma, and poverty. Our spaces are grounded in dignity, inclusion, harm reduction, and trauma-informed practice.

General Volunteer Requirements (Applicable to All Roles)

- **Minimum commitment:** 3–4 hours per week
- **Vulnerable Sector Check (VSC):** Mandatory for all client-facing volunteers
 - VSC costs will be **reimbursed once cleared**
- **Eligibility:** Preference will be given to **female-identifying applicants**, in alignment with Street Haven's women-centered mandate
- **Values:** Volunteers must demonstrate respect for trauma-informed, anti-oppressive, and client-centered approaches

1. Volunteer Evening Facilitator

Location: Grant House

Wednesday Afternoons – Community Connection & Recreation

Time: Wednesday afternoons (exact timing to be confirmed)

Role Focus

Volunteers will support clients in attending off-site recreational programming at the **Central YMCA**, providing accompaniment, encouragement, and a sense of safety during community outings.

Responsibilities May Include:

- Accompanying clients to and from the Central YMCA.
- Supporting group participation in recreational or wellness activities.
- Encouraging social connection and confidence in community spaces.
- Ensuring clients feel supported, included, and safe throughout the outing.
- Communicating any concerns or observations to staff as required.

Ideal Skills & Attributes

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- Calm, supportive, and reliable presence.
- Comfort supporting small groups in community settings.
- Strong boundaries and awareness of safety protocols.
- Interest in community integration and wellness-based supports.

Friday Evenings – Life Skills in Practice

Volunteers may:

- Lead simple cooking or baking sessions.
- Facilitate short workshops on:
 - Communication skills
 - Healthy boundaries and relationships
 - Stress management and mindfulness
 - Budgeting and meal planning
- Support wellness walks or outdoor reflection activities.

Ideal Skills & Attributes

- Warm, calm, and non-judgmental presence.
- Comfort facilitating small group activities.
- Ability to maintain professional boundaries.
- Interest in community care and women's wellbeing.

2. Volunteer Kitchen Assistant

Location: Downtown Toronto

Reports to: Food Service Coordinator

Role Overview

The Kitchen Assistant supports Street Haven's food services by assisting with meal preparation, kitchen operations, and maintaining food safety standards. This role helps ensure dignified, nutritious meals for women experiencing homelessness, addiction, and trauma.

Key Responsibilities

Food Preparation & Service

- Assist with meal preparation following recipes and dietary needs.
- Use donated and food bank items appropriately.

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- Support meal service and special event food preparation.
- Maintain cleanliness of food prep and serving areas.

Kitchen Operations

- Follow food safety and sanitation protocols
- Clean and maintain kitchenware and equipment
- Assist with receiving and organizing food deliveries
- Ensure proper storage of food and supplies

Ideal Skills & Attributes

- Compassionate and respectful approach.
 - Attention to detail and food safety.
 - Physical stamina for standing and lifting.
 - Team-oriented, reliable, and punctual.
 - Cultural sensitivity and positive attitude.
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3. Program Facilitator – Volunteer (Training Services)

Role Overview

Program Facilitators support women's learning, self-sufficiency, and employment readiness through group workshops, tutoring, and skills-based sessions across Street Haven programs.

Areas of Facilitation May Include

- Arts and crafts
- Knitting or creative hobbies
- Board game or social connection nights
- Singing or music-based engagement
- Creative writing
- Baking and cooking
- Makeup, beauty, and self-expression workshops

Key Contributions

Integrated Employment Services

- Facilitate group or one-to-one sessions supporting employment goals.



- Share knowledge of local labour market trends and community resources.

Literacy & Life Skills

- Support adult literacy, life skills, and educational pathways.
- Deliver workshops on self-care, financial literacy, housing readiness.

Ideal Qualifications

- Background or interest in social services, adult education, or facilitation.
 - Experience working with women facing systemic barriers.
 - Strong communication and group facilitation skills.
 - Ability to work independently and collaboratively.
 - Commitment to ethical, client-centered practice.
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4. Peer Support Worker – Volunteer

Location: Downtown Toronto

Role Overview

The Peer Support Worker provides trauma-informed, peer-based support to women experiencing homelessness by drawing on lived experience to foster trust, empowerment, and recovery.

Key Responsibilities

Direct Client Support

- Provide one-to-one peer support and mentorship.
- Offer emotional support and active listening.
- Share recovery strategies while maintaining boundaries.
- Uphold confidentiality and respectful engagement.

Peer-Led Programming

- Co-facilitate or lead peer wellness sessions.
- Support community connection and social inclusion.



Documentation

- Complete required notes and reports as trained

Essential Qualifications

- Lived experience with homelessness, mental health challenges, or addiction recovery.
 - Strong empathy, emotional resilience, and communication skills.
 - Understanding of trauma-informed and harm reduction approaches.
 - Ability to manage boundaries and self-care.
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5. Indigenous Peer Support Worker – Volunteer (Shelter-Based)

Role Overview

This role supports Indigenous women in shelter through culturally grounded, peer-based engagement. Volunteers will work alongside staff to support programming and connection in a respectful, strengths-based manner.

Key Responsibilities

- Provide peer support rooted in Indigenous ways of knowing.
- Support culturally responsive programming and activities.
- Build trust and connection with Indigenous clients.
- Collaborate with Life Skills and Shelter teams.

Preferred Qualifications

- Indigenous identity and lived experience.
 - Understanding of intergenerational trauma and colonial impacts.
 - Commitment to cultural safety and self-determination.
 - Ability to work within trauma-informed frameworks.
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6. Donations Room Support Volunteer

Role Overview

This role supports the Donations Team by helping sort, organize, and maintain donated items to ensure dignity, accessibility, and efficiency for clients and staff.



Key Responsibilities

- Sort and categorize clothing and household donations.
- Organize donation room inventory.
- Maintain cleanliness and order of donation spaces.
- Support staff during high-volume donation periods.

Ideal Skills

- Organized and detail-oriented
 - Comfortable with light lifting
 - Reliable and able to work independently
 - Respectful of client dignity and privacy
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7. Yoga Facilitator – Volunteer (Supportive Housing)

Role Overview

The Yoga Facilitator leads weekly, trauma-informed yoga or gentle movement sessions for women in long-term supportive housing.

Key Responsibilities

- Plan and facilitate accessible yoga or movement sessions.
- Adapt practices to varying physical abilities.
- Create a calm, inclusive, and consent-based environment.
- Collaborate with housing staff as needed.

Preferred Qualifications

- Yoga certification or equivalent experience
 - Experience with trauma-informed or adaptive yoga
 - Strong grounding and facilitation skills
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8. Career Mentors & Field-Specific Facilitators – Volunteer

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We are seeking professionals to facilitate career exploration sessions and mentoring workshops in fields such as:

- Personal Support Work (PSW)
- Security
- Administration
- Human Resources
- Graphic Design
- Other skilled or credentialed professions

Key Responsibilities

- Facilitate career information sessions or workshops.
- Share pathways, certifications, and industry insights.
- Support confidence-building and career navigation.
- Participate in Q&A and discussion with participants.

Ideal Candidates

- Industry experience in a specific field
- Strong communication and facilitation skills
- Commitment to equitable access to employment

9. Reception & Office Support Volunteer

Location: Downtown Toronto

Time Commitment: 2 days per week to start (3–4 hours per week minimum). Hours may increase based on program needs and volunteer availability.

Role Overview

The Reception & Office Support Volunteer plays a key role in maintaining a welcoming, organized, and well-functioning office environment. This position supports front-desk reception, supply management, data entry, and general office upkeep, allowing program staff to focus on direct client services. This role is ideal for someone who is organized, proactive, and comfortable with administrative tasks in a community-based setting.

Note: Access to a laptop can be provided if required for assigned tasks.

Key Responsibilities

Reception & Front Desk Support

- Sit at the reception desk during assigned shifts.

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- Greet clients and visitors warmly and professionally.
 - Accept and log packages and deliveries.
 - Escort clients or visitors to boardrooms or meeting rooms.
 - Answer general, non-clinical questions and direct inquiries appropriately.
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Supply Management

- Monitor office supply cabinet and track inventory.
 - Create and maintain a master supply checklist for ongoing use.
 - Monitor kitchen supplies and general cleanliness.
 - Tidy kitchen areas, load and unload dishwasher.
 - Replenish items such as K-cups and shared supplies.
 - Prepare supply order lists for:
 - Office supplies
 - Kitchen supplies (orders placed through existing Walmart account)
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Office Environment Maintenance

- Maintain cleanliness and organization of shared office spaces.
 - Tidy boardroom after meetings.
 - Assist with meeting setup (receiving food orders, arranging items in boardroom).
 - Monitor printer paper levels and ensure adequate stock.
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Data Entry & Administrative Support

- Enter Beck Taxi receipts into an existing spreadsheet (monthly task).
 - Assist with creating or updating Excel documents such as:
 - Supply lists
 - Contact lists
 - Internal tracking sheets
 - Support other light administrative tasks as they arise.
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Ideal Skills & Attributes

- Strong organizational and time-management skills
- Comfortable with basic computer use (Excel, email, spreadsheets)



- Friendly, professional, and approachable communication style
- Ability to work independently and take initiative
- Respectful of confidentiality and client dignity