



Volunteer Opportunities - Spring & Summer 2026

About the Organization

Street Haven at the Crossroads is a feminist, women-centered 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:** 2–4 hours per week
 - **Minimum duration:** 3 months
 - **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
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1. Donations Room Support Volunteer

Time Commitment: Flexible, minimum 2 hours per week

Positions Available: 2 positions

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 & Attributes

- Organized and detail-oriented
 - Comfortable with light lifting
 - Reliable and able to work independently
 - Respectful of client dignity and privacy
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2. English Conversation Circle & Basic English Tutors

Time Commitment: Flexible hours across multiple locations

Positions Available: 2-3 volunteers

Role Overview

Support women in developing English language skills through conversational practice and basic tutoring. Materials will be provided, and sessions can be adapted to meet diverse learning needs and schedules.

Key Responsibilities

- Facilitate small group English conversation circles.
- Provide one-to-one or small group basic English tutoring.
- Create a supportive, non-judgmental learning environment.
- Adapt teaching approach to accommodate different learning styles.
- Track participant progress and celebrate achievements.

Ideal Skills & Attributes

- Strong English communication skills.
- Patient, encouraging teaching approach.
- Experience with ESL/literacy instruction (preferred but not required).
- Cultural competency and sensitivity.
- Flexibility with scheduling and locations.
- Ability to work with diverse populations.

3. Employment & Digital Literacy Workshop Facilitators

Time Commitment: Flexible scheduling based on workshop needs

Positions Available: Multiple facilitators

Role Overview

Lead workshops focused on employment readiness and digital literacy skills. Support women in building confidence and practical skills for workforce participation and technology use.

Key Responsibilities

Employment Workshops:

- Facilitate resume writing and interview preparation sessions.
- Lead workshops on job search strategies and workplace skills
- Share knowledge of local labour market and community resources
- Support confidence-building and professional development

Digital Literacy Workshops:

- Teach basic computer and internet skills.
- Support participants with email, online job applications, and digital communication.



- Facilitate workshops on online safety and digital citizenship.
- Adapt instruction to varying skill levels

Ideal Skills & Attributes

- Professional or educational background relevant to employment services or digital literacy
- Strong facilitation and communication skills
- Experience working with women facing systemic barriers (preferred)
- Patient, supportive teaching approach
- Knowledge of current technology and digital platforms

4. Peer Support Volunteers

Time Commitment: Flexible, minimum 2-4 hours per week

Positions Available: Multiple positions

Role Overview

Provide trauma-informed, peer-based support to women by drawing on lived experience to foster trust, empowerment, and recovery. Create meaningful connections and share recovery strategies while maintaining appropriate boundaries.

Key Responsibilities

One-to-One Support:

- Provide individual peer mentorship and support
- Accompany clients to appointments, community services, or recreational activities
- Offer practical support and encouragement based on shared experience
- Model healthy coping strategies and recovery-focused lifestyle choices

General Peer Support:

- Provide emotional support and active listening
- Share resources and community connections
- Support clients in achieving personal goals and milestones
- Collaborate with program staff to ensure coordinated care

5. Employment Drop-in Support Volunteers

Time Commitment: Set drop-in hours (flexible scheduling available)

Positions Available: Multiple volunteers

Role Overview

Provide one-to-one employment support during scheduled drop-in hours. Support women with practical job search activities and employment readiness through personalized, client-centered assistance.



Key Responsibilities

- Provide individual support with job applications and online submissions
 - Assist with resume writing, editing, and formatting
 - Conduct mock interviews and provide.
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6. Recreation, Art and Craft, Outdoor Summer Activities Support Facilitator

Time Commitment: Flexible scheduling, with increased hours during summer months

Positions Available: 2-3 facilitators

Role Overview

Lead and support recreational programming including arts and crafts workshops, outdoor activities, and seasonal programming. Focus on creating engaging, therapeutic, and skill-building activities that promote wellness, creativity, and community connection.

Key Responsibilities

Arts & Crafts Programming:

- Plan and facilitate creative workshops (painting, crafts, jewelry making, etc.)
- Provide instruction and support for various skill levels
- Manage art supplies and maintain organized creative spaces

Outdoor Summer Activities:

- Organize and lead outdoor recreational activities and outings
- Facilitate group activities in parks, community gardens, or other outdoor spaces
- Plan seasonal programming that takes advantage of warmer weather

General Recreation Support:

- Develop programming that is accessible and inclusive
- Create opportunities for skill development and personal expression
- Support participants in building confidence through creative activities

Ideal Skills & Attributes

- Experience in arts, crafts, or recreational programming
 - Creative, enthusiastic approach to activity planning
 - Comfort leading both indoor and outdoor group activities
 - Ability to adapt activities for diverse skill levels and physical abilities
 - First Aid certification (preferred for outdoor activities)
 - Strong organizational and planning skills
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7. Weekend Peer Support Worker - Mental Health and Addiction Program

Time Commitment: Weekend + Weekday daytime hours (flexible scheduling)

Location: Grant House - Mental Health and Addiction Program

#1001-2 Carlton Street, Toronto, Ontario M5B 1J3 | TEL: 416-967-6060 | <https://streethaven.org>
Charitable Number: 12953-5175-RR0001



Positions Available: 2-3 peer support workers

Role Overview

Provide peer support services for women in our Mental Health and Addiction Program during weekend hours. This role combines lived experience with supportive programming to help clients build community connections, develop coping skills, and engage in meaningful activities that support their recovery and wellness journey.

Key Responsibilities

Psychoeducational Workshops:

- Facilitate weekend workshops on topics such as coping strategies, wellness planning, and life skills
- Share lived experience and recovery insights in appropriate, supportive ways
- Create safe, non-judgmental learning environments
- Adapt workshop content to meet diverse learning needs and recovery stages

Group Outings & Activities:

- Accompany clients on community outings and recreational activities
- Support social skill development and community integration
- Facilitate group activities that promote connection and belonging
- Ensure safety and provide crisis support during outings as needed

One-to-One Support:

- Provide individual peer mentorship and support
- Accompany clients to appointments, community services, or recreational activities
- Offer practical support and encouragement based on shared experience
- Model healthy coping strategies and recovery-focused lifestyle choices

General Peer Support:

- Provide emotional support and active listening
- Share resources and community connections
- Support clients in achieving personal goals and milestones
- Collaborate with program staff to ensure coordinated care

Ideal Skills & Attributes

- Lived experience with mental health and/or addiction challenges
- Stable in own recovery/wellness journey (minimum 1-2 years)
- Strong communication and interpersonal skills
- Trauma-informed and harm reduction approach
- Reliable weekend availability
- Experience in group facilitation or workshop delivery (preferred)
- Current Mental Health First Aid or similar certification (preferred)
- Understanding of peer support principles and boundaries

8. Computer Drop-in hours support

Time Commitment: Weekend + Weekday evenings 5:30pm to 7:30 pm (flexible scheduling)



Location: Training Centre and Computer Lab (87 Pembroke Street)

Positions Available: Multiple positions available

Role Overview

As a Computer Drop-in Support Volunteer, you will play a key role in assisting clients with basic computer use in a supportive and inclusive learning environment. This role is ideal for individuals who are patient, tech-savvy, and passionate about helping others build digital confidence and independence. You will support participants in navigating essential computer tasks related to employment, communication, and daily life.

Key Responsibilities

- Provide one-on-one and small group support to clients during computer lab drop-in hours
- Assist with basic computer skills such as typing, email setup, internet browsing, and document creation
- Support clients with job search activities including resume editing, online applications, and navigating job portals
- Troubleshoot minor technical issues and guide clients through problem-solving steps
- Create a welcoming, respectful, and inclusive environment for individuals with varying levels of digital literacy
- Maintain confidentiality and professionalism when supporting clients
- Collaborate with staff to identify common client needs and suggest improvements to resources or support strategies
- Ensure the computer lab remains organized and equipment is used appropriately.