



1. Digital Drop-in Support Volunteers

Time Commitment: Evenings, 6:00 p.m. – 8:00 p.m.; volunteers choose their own day(s) of the week

Location: Shelter site

Positions Available: 2–3 volunteers

General Volunteer Requirements

- 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 you complete 4 weeks of continuous service
- 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
- Shadow Shift: All shelter volunteers will complete a shadow shift on site to assess fit, after applying for their Vulnerable Sector Check (VSC)

Role Overview

As a Digital Drop-in Support Volunteer, you will help shelter residents build digital literacy, confidence, and independence during evening drop-in hours. This role is ideal for individuals who are patient, tech-savvy, and passionate about helping others navigate essential technology for employment, communication, and daily life.

Key Responsibilities

- Provide one-on-one and small-group support to residents during evening digital drop-in hours
- Assist with basic computer and smartphone skills such as typing, email setup, internet browsing, and document creation
- Support residents with job search activities including resume editing, online applications, and navigating job portals
- Help residents access online government, banking, health, and housing services as needed
- Troubleshoot minor technical issues and guide residents through problem-solving steps
- Create a welcoming, patient, and inclusive environment for individuals with varying levels of digital literacy
- Maintain confidentiality and professionalism when supporting residents
- Ensure devices and equipment are used appropriately and left organized at the end of each session

Ideal Skills & Attributes

- Comfortable with everyday computer and smartphone tasks, and patient in explaining them to others
- Experience or interest in digital literacy, adult education, or employment support
- Strong interpersonal skills and a non-judgmental, trauma-informed approach
- Reliable evening availability within the 6–8 p.m. window (day(s) of the week flexible)
- Comfort working within a shelter environment



2. Wednesday Afternoon YMCA Outings Volunteer

Time Commitment: Wednesday afternoons (weekly, flexible hours)

Location: Grant House – Mental Health and Addiction Program, with outings to the YMCA

Positions Available: 1–2 volunteers

General Volunteer Requirements

- 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 you complete 4 weeks of continuous service
- 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

Role Overview

Support women in our Mental Health and Addiction Program by accompanying them on a weekly outing to the YMCA. This role helps clients build healthy routines, access recreation and exercise, and strengthen social connection in a welcoming community setting.

Key Responsibilities

- Accompany Grant House clients to the weekly YMCA outing, providing encouragement and support throughout
- Support clients in participating in recreational and fitness activities suited to their comfort and ability level
- Help coordinate transportation logistics and ensure the safety of participants during outings
- Foster a positive, inclusive, and non-judgmental group atmosphere
- Support social connection and community integration among participants
- Respond calmly and supportively to any challenges that arise during the outing, and communicate concerns to Grant House staff
- Collaborate with program staff on outing planning and scheduling

Ideal Skills & Attributes

- Comfortable in recreational and fitness settings, and encouraging of participation at different ability levels
- Trauma-informed, harm reduction approach
- Strong communication and interpersonal skills
- Reliable Wednesday afternoon availability
- Experience or interest in mental health and/or addiction support (preferred)
- Current First Aid/CPR certification (preferred)



3. Weekend Outings & Program Support Volunteer

Time Commitment: Weekend daytime hours (flexible scheduling)

Location: Grant House – Mental Health and Addiction Program

Positions Available: 2–3 volunteers

General Volunteer Requirements

- 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 you complete 4 weeks of continuous service
- 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

Role Overview

Support weekend recreational outings and programming for women in our Mental Health and Addiction Program at Grant House. Help clients engage in community outings, group activities, and skill-building programming that supports their recovery and wellness journey.

Key Responsibilities

- Accompany clients on community outings and recreational activities on weekends
- Support and help facilitate group programming and activities that promote connection and belonging
- Assist with set-up, coordination, and clean-up for weekend programs and events
- Provide encouragement, patience, and a supportive presence during outings and activities
- Help ensure the safety and comfort of participants throughout outings
- Support social skill-building and community integration
- Collaborate with Grant House staff to plan and deliver weekend programming

Ideal Skills & Attributes

- Interest in mental health and/or addiction recovery support
- Comfortable supporting groups in community settings
- Reliable weekend availability
- Trauma-informed and harm reduction approach
- Strong communication and organizational skills
- Lived experience is welcomed but not required for this role



4. Weekend Shelter Volunteer

Time Commitment: Weekend hours (flexible scheduling)

Location: Shelter site

Positions Available: Multiple positions

General Volunteer Requirements

- 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 you complete 4 weeks of continuous service
- 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
- Shadow Shift: All shelter volunteers will complete a shadow shift on site to assess fit, after applying for their Vulnerable Sector Check (VSC)

Role Overview

Help create a positive, engaging weekend environment for shelter residents by running fun, accessible programming such as movie nights while supporting shelter staff with day-to-day operational tasks during weekend hours.

Key Responsibilities

Weekend Programming:

- Plan and run weekend programming for residents, such as movie nights, games nights, and other social or recreational activities
- Create a welcoming, fun, and inclusive atmosphere that encourages resident participation
- Set up and take down activity spaces and equipment

Operational Support:

- Support shelter staff with day-to-day weekend operational tasks as needed
- Assist with light administrative tasks, supply organization, or common area upkeep
- Respond to resident needs and requests in collaboration with on-duty staff
- Help maintain a calm, respectful, and safe environment within the shelter

General:

- Follow shelter safety procedures and staff direction at all times
- Treat all residents with dignity, respect, and without judgment

Ideal Skills & Attributes

- Warm, flexible, and reliable with weekend availability
- Comfortable working in a shelter environment supporting women experiencing homelessness



- Good judgment and ability to follow safety protocols
- Organizational skills for planning simple programming
- Trauma-informed, respectful approach



5. Kitchen and Dining Room Assistants

Time Commitment: 2–4 hours per week (flexible scheduling, shifts arranged with kitchen staff)

Location: Kitchen and dining area, Shelter site

Positions Available: 2–3 volunteers

General Volunteer Requirements

- 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 you complete 4 weeks of continuous service
- 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
- Shadow Shift: All shelter volunteers will complete a shadow shift on site to assess fit, after applying for their Vulnerable Sector Check (VSC)

Role Overview

Support the kitchen staff in preparing and serving meals and maintaining a clean, safe, and well-organized kitchen and dining area for residents and program participants. Volunteers will work alongside kitchen staff, who provide orientation and guidance on site so volunteers are familiar with tasks, safety procedures, and expectations.

Key Responsibilities

- Dishwashing and maintaining cleanliness of kitchen equipment
- Assisting with meal preparation
- Supporting inventory organization and stocking
- Serving meals to residents and participants
- Cleaning and sanitizing the kitchen and dining areas after meal preparation and service

Ideal Skills & Attributes

- Comfortable working in a fast-paced kitchen environment
- Attention to cleanliness, food safety, and hygiene
- Team player, willing to work alongside kitchen staff and follow their guidance
- Food Handler's Certification is a strong asset (not required — orientation and guidance provided on site)
- Reliable and punctual



6. Recreation, Arts & Craft and Evening Programming Facilitator

Time Commitment: Evenings, flexible scheduling

Location: Shelter site

Positions Available: 2–3 facilitators

General Volunteer Requirements

- 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 you complete 4 weeks of continuous service
- 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
- Shadow Shift: All shelter volunteers will complete a shadow shift on site to assess fit, after applying for their Vulnerable Sector Check (VSC)

Role Overview

Independently plan and lead engaging evening recreational and arts & crafts programming for shelter residents and participants, fostering creativity, wellness, and community connection. This role suits volunteers who enjoy designing and running their own sessions, with support and coordination from program staff.

Key Responsibilities

- Independently plan and facilitate evening arts & crafts and recreational sessions (e.g., painting, crafts, games, group activities)
- Prepare all materials and activity plans in advance of each session
- Adapt activities to suit varying skill levels, interests, and abilities
- Create an engaging, therapeutic, and inclusive environment that encourages participation
- Manage supplies and maintain an organized activity space
- Coordinate scheduling and session topics with program staff
- Ensure a safe, respectful, and supportive atmosphere throughout each session

Ideal Skills & Attributes

- Experience in arts, crafts, recreation, or program facilitation
- Confident leading independent sessions with minimal supervision
- Creative, organized, and self-directed
- Strong planning skills and ability to prepare sessions in advance
- Comfortable adapting activities for diverse abilities and needs
- Trauma-informed and inclusive approach



7. Peer Support, Companionship and Accompaniment Volunteer

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

Positions Available: Multiple positions

General Volunteer Requirements

- 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 you complete 4 weeks of continuous service
- Eligibility: Preference will be given to female-identifying applicants, in alignment with Street Haven's women-centered mandate. This role additionally requires lived experience with homelessness, addiction, mental health challenges, and/or trauma
- Values: Volunteers must demonstrate respect for trauma-informed, anti-oppressive, and client-centered approaches

Role Overview

Draw on your own lived experience to provide peer support, companionship, and accompaniment to women at Street Haven, fostering trust, connection, and hope through shared understanding. This role is open strictly to applicants with relevant lived experience.

Key Responsibilities

- Provide one-to-one peer support, companionship, and active listening grounded in lived experience
- Accompany clients to appointments, community services, or errands as needed
- Share recovery and coping strategies in an appropriate, supportive way
- Foster trust and genuine connection while maintaining appropriate boundaries
- Offer encouragement and hope by modeling stability and resilience
- Support clients in building confidence and social connection
- Collaborate with staff to ensure coordinated, client-centered support

Ideal Skills & Attributes

- Lived experience with homelessness, addiction, mental health challenges, and/or trauma is required for this role
- Stable in own recovery/wellness journey
- Strong listening and interpersonal skills
- Trauma-informed and harm reduction approach
- Understanding of peer support principles, confidentiality, and boundaries
- Compassionate, non-judgmental, and patient



8. Donations Room Support Volunteer

Time Commitment: Flexible, minimum 2 hours per week

Location: Donations Room, Shelter site

Positions Available: 2 positions

General Volunteer Requirements

- Minimum commitment: 2 hours per week
- Minimum duration: 3 months
- Vulnerable Sector Check (VSC): Mandatory for all client-facing volunteers. VSC costs will be reimbursed once you complete 4 weeks of continuous service
- 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
- Shadow Shift: All shelter volunteers will complete a shadow shift on site to assess fit, after applying for their Vulnerable Sector Check (VSC)

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



9. Recreation, Arts & Craft and Evening Programming Facilitator – Grant House

Time Commitment: Evenings, flexible scheduling

Location: Grant House – Mental Health and Addiction Program

Positions Available: 2–3 facilitators

General Volunteer Requirements

- 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 you complete 4 weeks of continuous service
- 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

Role Overview

Independently plan and lead engaging evening recreational and arts & crafts programming for women in our Mental Health and Addiction Program at Grant House, fostering creativity, wellness, and recovery-focused community connection. This role suits volunteers who enjoy designing and running their own sessions, with support and coordination from program staff.

Key Responsibilities

- Independently plan and facilitate evening arts & crafts and recreational sessions (e.g., painting, crafts, games, group activities) for Grant House clients
- Prepare all materials and activity plans in advance of each session
- Adapt activities to suit varying skill levels, recovery stages, and abilities
- Create an engaging, therapeutic, and inclusive environment that encourages participation
- Manage supplies and maintain an organized activity space
- Coordinate scheduling and session topics with Grant House program staff
- Ensure a safe, respectful, and supportive atmosphere throughout each session

Ideal Skills & Attributes

- Experience in arts, crafts, recreation, or program facilitation
- Confident leading independent sessions with minimal supervision
- Creative, organized, and self-directed
- Comfortable adapting activities for diverse abilities and recovery stages
- Trauma-informed and harm reduction approach
- Experience or interest in mental health and/or addiction support (preferred)



10. Peer Support, Companionship and Accompaniment Volunteer – Grant House

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

Location: Grant House – Mental Health and Addiction Program

Positions Available: Multiple positions

General Volunteer Requirements

- 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 you complete 4 weeks of continuous service
- Eligibility: Preference will be given to female-identifying applicants, in alignment with Street Haven's women-centered mandate. This role additionally requires lived experience with mental health and/or addiction challenges
- Values: Volunteers must demonstrate respect for trauma-informed, anti-oppressive, and client-centered approaches

Role Overview

Draw on your own lived experience with mental health and/or addiction to provide peer support, companionship, and accompaniment to women in our Mental Health and Addiction Program at Grant House, fostering trust, connection, and hope through shared understanding. This role is open strictly to applicants with relevant lived experience.

Key Responsibilities

- Provide one-to-one peer support, companionship, and active listening grounded in lived experience
- Accompany clients to appointments, community services, or recreational activities as needed
- Share recovery and coping strategies in an appropriate, supportive way
- Foster trust and genuine connection while maintaining appropriate boundaries
- Offer encouragement and hope by modeling stability and recovery-focused lifestyle choices
- Support clients in building confidence and community connection
- Collaborate with Grant House staff to ensure coordinated, client-centered support

Ideal Skills & Attributes

- Lived experience with mental health and/or addiction challenges is required for this role
- Stable in own recovery/wellness journey (minimum 1–2 years)
- Strong listening and interpersonal skills
- Trauma-informed and harm reduction approach
- Understanding of peer support principles, confidentiality, and boundaries
- Compassionate, non-judgmental, and patient



11. Peer Support, Companionship and Accompaniment Volunteer – Shelter

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

Location: Shelter site

Positions Available: Multiple positions

General Volunteer Requirements

- 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 you complete 4 weeks of continuous service
- Eligibility: Preference will be given to female-identifying applicants, in alignment with Street Haven's women-centered mandate. This role additionally requires lived experience with homelessness, addiction, mental health challenges, and/or trauma
- Values: Volunteers must demonstrate respect for trauma-informed, anti-oppressive, and client-centered approaches
- Shadow Shift: All shelter volunteers will complete a shadow shift on site to assess fit, after applying for their Vulnerable Sector Check (VSC)

Role Overview

Draw on your own lived experience with homelessness and related challenges to provide peer support, companionship, and accompaniment to women staying at the shelter, fostering trust, connection, and hope through shared understanding. This role is open strictly to applicants with relevant lived experience.

Key Responsibilities

- Provide one-to-one peer support, companionship, and active listening grounded in lived experience
- Accompany residents to on-site appointments, activities, or errands as needed
- Share coping and stability strategies in an appropriate, supportive way
- Foster trust and genuine connection while maintaining appropriate boundaries
- Offer encouragement and hope by modeling stability and resilience
- Support residents in building confidence and social connection during their stay
- Collaborate with shelter staff to ensure coordinated, client-centered support

Ideal Skills & Attributes

- Lived experience with homelessness, addiction, mental health challenges, and/or trauma is required for this role
- Stable in own recovery/wellness journey
- Strong listening and interpersonal skills
- Trauma-informed and harm reduction approach
- Understanding of peer support principles, confidentiality, and boundaries
- Compassionate, non-judgmental, and patient



12. Shelter and Housing Follow-up Support Volunteer (Pathways to Independence)

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

Location: Shelter site, with occasional community/housing visits

Positions Available: Multiple positions

General Volunteer Requirements

- 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 you complete 4 weeks of continuous service
- 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
- Shadow Shift: All shelter volunteers will complete a shadow shift on site to assess fit, after applying for their Vulnerable Sector Check (VSC)

Role Overview

Support women transitioning from the shelter into independent housing through Street Haven's Pathways to Independence program. Provide practical, encouraging follow-up support as clients settle in and build stable, independent lives after leaving the shelter.

Key Responsibilities

- Provide follow-up support and check-ins with women who have transitioned into independent housing
- Assist clients with practical tasks related to setting up and maintaining a household, such as basic budgeting, navigating tenant responsibilities, and connecting with community resources
- Support clients in building daily living and life skills needed for independent living
- Assist with move-in logistics and settling-in tasks as needed
- Help identify and connect clients to community resources and supports (health, employment, social services)
- Provide encouragement and a supportive presence during the transition to independent housing
- Document follow-up visits and communicate any concerns to Pathways to Independence program staff
- Collaborate with shelter and housing program staff to ensure coordinated, client-centered support

Ideal Skills & Attributes

- Strong interpersonal and communication skills
- Comfortable providing practical, hands-on support
- Organized, reliable, and able to manage follow-up scheduling
- Trauma-informed, client-centered, and non-judgmental approach
- Respect for client autonomy and self-determination



- Experience in social services, housing support, or life-skills coaching (preferred)



13. Special Events and Occasions Volunteer

Time Commitment: Flexible based on scheduled events (occasional shifts, typically 2–4 hours per event)

Location: Various on-site events, off-site fundraisers, and community tabling

Positions Available: Multiple positions

General Volunteer Requirements

- Minimum commitment: Flexible, based on scheduled events
- Minimum duration: 3 months
- Vulnerable Sector Check (VSC): Mandatory for all client-facing volunteers. VSC costs will be reimbursed once you complete 4 weeks of continuous service
- 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

Role Overview

Support Street Haven's special events, fundraising initiatives, and community outreach by helping plan, set up, and run events such as fundraisers, town halls, and community tabling that raise awareness and support for our programs.

Key Responsibilities

- Assist with set-up, breakdown, and on-site logistics for special events and fundraisers
- Support event registration, greeting guests, and general hospitality
- Help staff tables at community tabling events, sharing information about Street Haven's programs and services
- Support fundraising activities such as ticket sales, donation collection, and silent auctions
- Assist with staffing town halls and other community engagement events
- Help prepare event materials, signage, and promotional items
- Support post-event clean-up and inventory of event supplies
- Represent Street Haven professionally and warmly to donors, community members, and the public

Ideal Skills & Attributes

- Friendly, outgoing, and comfortable engaging with the public
- Reliable and flexible availability for occasional evening/weekend events
- Strong communication and customer-service skills
- Comfortable with light physical tasks (setup/teardown, carrying materials)
- Passion for Street Haven's mission and comfortable speaking about it to others
- Team player who can also take initiative during busy event periods