Unionized Position

Job Description

Classification Title:	**Shelter Overnight Support Counsellor (PT, 1-Year Contract)**
Department:	**Shelter and Housing Services**
Hours of Work:	**30 hours per week (Part-Time, 1-Year Fixed-Term Contract)**
Reports to:	**Manager, Shelter and Housing Services**
Number of Positions:	**1**
Location:	**Downtown Toronto**
Pay Rate:	**$25.90, plus $1 per hour overnight premium**
Application Deadline:	**Friday, November 20, 2026**
Requisition Type:	**Active Job Posting**

Company Overview:

Street Haven at the Crossroads is a multidisciplinary agency dedicated to supporting women on their journey toward safety, stability, and personal empowerment. The organization provides a continuum of care that includes emergency shelter services, supportive housing, addiction recovery programs, mental health supports, and skills training. Since 1965, Street Haven has served women across the Greater Toronto Area through both onsite and outreach community-based programs, meeting women where they are. Through an integrated and compassionate approach to service delivery, Street Haven helps women rebuild their lives with dignity, resilience, and hope.

Position Overview

Reporting to the Manager of Shelter and Housing Services, the Shelter Overnight Support Counsellor promotes safety and support and oversees all operations during the night shift. The Shelter Overnight Support Counsellor works as part of a team to monitor and support residents' health, behavior and emotional well-being during the non-program hours.

Key Responsibilities:

Program Support

- Works within a multi-disciplinary team, liaising with others to promote a supportive and respectful environment
- Ensures flow of critical information, including documentation and shift change, to bring forward issues and occurrences that take place while on shift

- Provides ongoing emotional support to residents through counselling, problem solving and life skills
- Observes service users' medication intake
- Promotes an abstinence-based environment by monitoring client behaviours, assessing safety and conducting urine screens
- In collaboration with clients, creates safety plans supporting clients with substance use goals
- Understands and works within an abstinence model and framework
- Performs safety checks during the night shift and call Grant House during the designated times
- Monitors and documents resident urinalysis with dignity and respect
- Mediates conflict, including crisis prevention and intervention between the clients and other individuals
- Coordinates appropriate detox and withdrawal management services for clients who have used in programming
- Educates residents about the effects of substance dependency and substance use and understanding and conceptualizing the process of recovery
- Attends agency wide meetings as well as program related meetings
- Maintains ongoing contact with the Leadership in relation to daily operation of the program and case supervision
- In collaboration with the Program Manager, plans and develops programs that will empower residents
- Serve as an extra support to extended programs when necessary

Overnight Operations and Shift Readiness

- Support the day-to-day operation and readiness of the residence, including light housekeeping, laundry, waste removal, restocking supplies, organizing shared areas, and ensuring the environment is clean and prepared for the incoming shift.
- Assist with client admission/discharge and room turnover activities including preparing rooms, maintaining client files/binders, etc.
- Conduct scheduled overnight wellness and safety checks, ensure all residents are accounted for, monitor client well-being, and accurately document required interactions and observations in Caseworks.
- Nightly medication reconciliation/counts, documentation of incoming medications, preparation of medication records, and timely reporting of discrepancies or concerns.
- Maintain the safety and security of the residence by completing routine environmental and exit checks and responding appropriately to client, safety, security, or emergency concerns during overnight hours.

Unionized Position

Client Support

- Performs admissions and orientation with new clients
- Conducts mental health and wellness assessment and follow-up
- Assesses and supports client personal needs e.g., wellness, nutrition, medical, and/ or emotional supports
- Makes appropriate referrals, provides information and advocates with support services to assist clients with meeting their personal goals
- Identifies, intervenes and effectively deals with crisis, conflict situations and emergency situations that arise
- Provides informal counselling and crisis intervention and prevention
- Explains, monitors and reinforces Street Haven policies and procedures to ensure a safe, mutually respectful environment
- Promotes a mutually supportive environment that emphasizes collaborative approaches and values the contributions of all members, including staff and clients
- Monitors the safety, security, and general welfare of clients and facility during shift and documents shelter happenings and client activities as necessary
- Communicates with program staff regarding client care
- Provides telephone counselling to graduated residents (or anyone) calling for support

Housekeeping Maintenance

- Uses Street Haven IT and property management for support and maintenance
- Maintain and complete any housekeeping maintenance that is required
- Performs clean up duties, house chores and laundry using Street Haven sanitation and cleaning procedures
- Refills supplies and food containers and restocks supplies
- Completes daily inventory and reports to centralized kitchen

Administration

- Responsible for the admission, discharge and profile creation on the database for new clients
- Develops and maintains accurate and confidential user of service record keeping in accordance with SMIS privacy guidelines, city of Toronto shelter standards and Street Haven policies and procedures
- Maintains accurate real time case notes, client data and other records
- Prepares shift report forms, chore sheet, cash control and the overnight checklist
- Prepares monthly medication sheets

- Completes and sends daily overnight tasks and responsibilities checklist

Qualifications and Experience requirements

- Post-secondary degree or diploma in Human Services, Social Work, Addictions, or Mental Health.
- Has a minimum of 2 years of professional experience working in social services or related fields, and/or a combination of relevant education and experience.
- Experience working with marginalized women facing concurrent disorders would be an asset.

Working Environment

- Evenings, nights and mornings.
- This position may be single shifted.
- This position involves walking, commuting and participating in client recreational activities.
- The environment is dynamic and unpredictable and involves regular exposure to clients who have been homeless and are living with challenges associated with mental health and addictions.

Bona Fide Occupational Requirements (Physical Demands)

To safely perform the essential duties of this position, successful candidates must be able to meet the following bona fide occupational requirements:

- Safely lift, carry, transfer, or pivot up to 23 kg (50 lbs) unassisted when required.
- Perform frequent standing, walking, bending, crouching, reaching, and other physical movements throughout the shift.
- Respond promptly to emergencies, including assisting clients during falls, evacuations, or crisis situations when required.
- Work safely in a physically demanding, fast-paced, and unpredictable environment.

Accommodation and Accessibility

Street Haven at the Crossroads is committed to providing an accessible, and inclusive recruitment process. Accommodations are available throughout the recruitment and selection process for applicants who require them due to disability or other protected grounds under applicable human rights legislation.

Unionized Position

Commitment to Equity, Diversity, and Inclusion

Street Haven at the Crossroads is committed to fostering a diverse, equitable, inclusive, accessible, and respectful work environment. We value the experiences, perspectives, and contributions of our employees, and applicants, and are committed to creating an environment where everyone is treated with dignity, and respect. We strongly encourage applications from all qualified individuals, particularly those from equity-deserving groups, including racialized person/persons of colour, Indigenous peoples, women, persons with disabilities, and members of the 2SLGBTQIA+ community.

Application process

To be considered for this position, you are committed to the mission of Street Haven. Street Haven is directed by the principles of Housing First and Harm Reduction, with all policies, procedures and service delivery informed by a demonstrated commitment to diversity and inclusion. We strongly encourage applications from women, and we welcome applications from candidates who can relate to and understand the unique needs of our client population.

We thank all applicants for their interest but only those selected for an interview will be contacted.

Please submit your resume and cover letter with **"Shelter Overnight Support Counsellor (PT, 1-Year Fixed-term Contract)"** in the subject line by email to Mahua Gulfam at **mgulfam@streethaven.com**.

Application deadline is Friday, November 20, 2026 11:59pm EST.