

## **Overnight Warming Centre Worker – Temporary**

**Program:** Overnight Warming Centre – Cambridge

**Reports to:** Warming Centre Lead

**Positions Available:** 6 full-time temporary positions

**Shifts:** 12-hour continental shifts

*(e.g., 2 days on, 3 days off; 3 days on, 2 days off)*



### **About Porchlight Counselling and Addiction Services**

For more than 86 years, Porchlight Counselling and Addiction Services has supported people in Cambridge and North Dumfries through counselling, addiction services, supportive housing, homelessness supports, and community-based programming.

We believe everyone should have access to caring, person-centred, trauma-informed, and culturally appropriate supports that meet their individual needs. Our team works collaboratively and strives to create an environment grounded in compassion, respect, inclusion, and dignity.

Our staff are our greatest resource. We invest in our team, support professional growth, and believe that how we treat one another is an important part of how we care for our community.

### **About the Overnight Warming Centre**

Porchlight operates an Overnight Warming Centre in Cambridge in partnership with the Region of Waterloo and Wesley United Church.

During the coldest months of the year (November 1 to March 31), the Centre provides a life-saving, low-barrier space for people experiencing homelessness, offering warmth, food, safety, connection, and a welcoming place to spend the night.

The Warming Centre can be a busy and unpredictable environment. We need dependable staff who can create a space of care, compassion, calm, and belonging while responding effectively when challenges arise.

That's where you come in.

### **About You**

You are patient, compassionate, and comfortable working alongside people who may be experiencing significant challenges.

You believe that kindness, hospitality, dignity, and care are fundamental to supporting our unhoused neighbours. You are flexible, able to problem-solve in changing situations, and communicate effectively with both guests and other members of the team.

You understand that creating a safe space involves both building trusting relationships and maintaining appropriate boundaries.

The following are considered assets:

- Experience working with people experiencing homelessness and/or mental health and addiction challenges.
- Experience working in shelters, supportive housing, community services, crisis response, social services, or similar environments.
- Education related to the work, such as social services, social work, psychology, humanities, nursing, community development, or a related area.
- Knowledge of trauma-informed, harm-reduction, and person-centred approaches.
- Experience with de-escalation, crisis response, or conflict resolution.
- Knowledge of community resources available to people experiencing homelessness.
- Willingness to obtain and submit a Vulnerable Sector Record Check.

We also recognize that relevant knowledge and experience can come through lived/living experience, employment, education, volunteering, and community involvement.

### **About the Role**

You will work as part of a team operating Porchlight's Overnight Warming Centre.

Responsibilities may include:

- Welcoming and registering guests and providing orientation to the space.
- Creating a safe, calm, respectful, and welcoming environment.
- Building relationships with guests and providing compassionate, person-centred support.
- Preparing and serving food and beverages.

- Supporting guests experiencing distress, conflict, or other challenges.
- Using de-escalation and crisis-response approaches when required.
- Connecting guests with relevant community resources and supports.
- Supporting guests as the Warming Centre closes each morning.
- Completing required documentation and incident reporting.
- Maintaining confidentiality and appropriate professional boundaries.
- Cleaning, organizing, and helping maintain the safety of the space.
- Working collaboratively with Porchlight staff, community partners, and other services.
- Participating in team meetings, training, and other activities required for safe program delivery.

### **Employment Conditions**

Successful candidates will be offered temporary seasonal employment with Porchlight Counselling and Addiction Services.

**Compensation:** \$34.25 per hour plus 4% vacation pay

**Hours:** Overnight 12-hour shifts, generally **8:00 p.m. to 8:00 a.m.**, following a continental schedule.

**Contract period:** November 1 to March 31, 2027

Because this is an overnight program supporting people experiencing homelessness during the winter months, reliability and the ability to work scheduled overnight, weekend, and statutory holiday shifts are important requirements of the position.

### **Equity and Inclusion**

Porchlight is committed to building a team that reflects the community we serve.

We strongly encourage applications from people who bring diverse identities, backgrounds, perspectives, and lived/living experiences, including people who identify as Black, Indigenous, racialized, disabled, neurodivergent, and/or 2SLGBTQIA+.

Accommodation is available throughout the recruitment process upon request.

### **How to Apply**

Please submit your application to Rachel Jackson at [rachelj@porchlightcnd.org](mailto:rachelj@porchlightcnd.org). Please include "Overnight Warming Centre Worker" in the subject line.

**Application deadline:** Please submit your application by October 15<sup>th</sup>. Training will take place the last week of October. We thank all applicants for their interest. Only candidates selected for an interview will be contacted.