

INTERNAL/ EXTERNAL JOB POSTING: FOLLOW UP SUPPORT WORKER, HOUSING SUCCESS PROGRAM

Date Posted: July 17, 2026

Application Dateline: July 28, 2026

Hours of Work: 35 hours/ week, Full-time Permanent

Hourly Wage: \$32.87 (Plus benefits as per the CA)

Reports to: Manager- Housing Program

Classification: Counsellor (Bargaining Unit position)

Location: Community based role with downtown Toronto, ON office

About Us

Elizabeth Fry Toronto delivers gender-based, trauma-informed services and advocates for justice and equity for criminalized women, Trans, non-binary, and Two Spirit people, as well as their families. We envision communities where women and gender-diverse people are not criminalized. Our work is grounded in an anti-oppressive, anti-racist, intersectional feminist, abolitionist framework and guided by our values of Compassion, Equity & Inclusion, Excellence, and Accountability. We support the empowerment and well-being of criminalized individuals through responsive, client-centered programs that address the complex and systemic barriers they face. Our services are rooted in trauma-informed and harm reduction practices, assisting people at various stages of involvement in the criminal justice system.

We are currently hiring a **Follow Up Support Worker** to provide support to women and gender diverse people. This position provides in person follow-up support services to clients exiting homelessness with a goal of improving housing stability and retention.

Reporting to the Manager - Housing Program, this dynamic position is an in person, full time position (35 hours a week) that requires flexibility in scheduling hours. Weekend and evening hours may be required. Working within the mandated protocols you will be required to provide the following:

Key Responsibilities

- Implement Housing First, Harm Reduction, Strength-Based, and Anti-Oppressive practices to help clients stabilize housing.
 - Manage a small caseload of participants, building trust through motivational interviewing and supporting their goals.
 - Use evidence-based practices such as intensive case management, motivational interviewing, harm reduction
 - Develop time-limited plans with clients to address systemic barriers and transition them to ongoing services.
 - Hold regular meetings with clients and their supports to ensure needs are met and care transfers successfully.
 - Support housing stabilization through visits to clients' communities and implement interventions for recently housed clients.
 - Complete and up-date assessments of housing-related support needs, providing referrals to appropriate community services.
 - Provide wrap-around case management and liaise with landlords to stabilize housing.
 - Support participants in completing individualized case plans focused on housing stabilization.
 - Navigate systems and provide referrals to community-based services based on clients' goals and needs.
 - Maintain accurate records of activities, case notes, and services; update files and log progress and program data.
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Qualifications

- Degree or diploma in Social Work, Community/Social Services, Psychology, Criminology, or a related field, or a combination of education and experience.
- Minimum 3-5 years of working with women with complex needs (mental health and addictions) from diverse ethno-cultural and socio-economic backgrounds, racialized communities, including transgender and LGBTQ2+ communities. Experience working with justice-involved women and marginalized groups is an asset.
- Strong understanding of the child welfare system, criminal justice system, especially as it relates to women; trauma from feminist, anti-racist, and anti-oppression perspectives; and restorative justice principles.
- Demonstrated use of trauma-informed, feminist, anti-racist, anti-oppression, and harm reduction practices.
- Strong client engagement skills, case documentation and management, crisis intervention, problem solving, and decision-making using appropriate communication channels.
- Proficient in updating client information systems, Microsoft 365 suite, and virtual platforms.
- Excellent interpersonal, relationship management, oral and written communication, and organizational skills.
- Ability to work independently and collaboratively in-person
- Bilingual in French or other languages is an asset.

Working Conditions

- Requires work in the community and in clients' homes.
- Community based role with frequent travel on public transit

How to Apply

Please send your **cover letter** and **resume** in **ONE document** to careers@efrytoronto.org by **5 P.M. on July 28, 2026**, Applicants must list **Follow Up Support Worker**, in the subject line of the email.

We appreciate all applications, but only candidates selected for an interview will be contacted.

Diversity Statement:

Elizabeth Fry Toronto is committed to equity and inclusion and encourages applications from Indigenous, Black, racialized, 2SLGBTQIA+, disabled, and other equity-deserving communities. We recognize the importance of lived experience in the criminal justice system and value applications from those with relevant personal insight. We are committed to creating a respectful, barrier-free hiring process. If you require accommodation during any stage of the hiring process, please let us know.

AI Disclosure:

We do not use artificial intelligence (AI) tools to screen, assess, or select applicants at any stage of the hiring process.