

JOB OPPORTUNITY

POSITION:	Support Worker
TERM:	Relief
LOCATION(s):	All Cornerstone Locations as operationally required (314 Booth Street, 44 Eccles Street, 515 MacLaren Street, 373 Princeton Avenue & 2980 Carling Avenue)
REPORTS TO:	Evening Manager or their designate
RATE OF PAY:	\$24.15 - \$26.54 per hour
POSTED FROM:	September 15, 2026
DEADLINE TO APPLY:	This posting will remain open until the positions have been filled. We encourage interested candidates to apply as soon as possible, as applications will be reviewed on an ongoing basis.

Cornerstone offers emergency shelter and affordable supportive housing in four residential facilities for women experiencing homelessness, poverty, mental illness, addictions, trauma, and abuse in Ottawa. Our services are offered in an environment that promotes dignity and a sense of hope. We are committed to public education and advocacy and strive to increase safe, affordable housing and to end homelessness. Cornerstone is a Community Ministry of the Anglican Diocese of Ottawa.

Join Our Team

The Support Worker (Relief) follows the individualized plan as developed by the Case Managers and works with other team members to assist residents to meet their goals. The service is flexible and resident-centered to meet the unique situation of each woman. The Support Worker (Relief) provides support in the following life domains: basic needs; activities of daily living including maintenance of personal and communal space; physical and mental health; housing; financial; social; spiritual; legal; educational and vocational. Relief Support Workers may be requested to complete specific tasks as part of an assignment for which regular staff are responsible.

What You'll Be Doing

- Works with other Cornerstone staff, students, and volunteers to develop a warm, accepting, non-judgmental and respectful atmosphere in the residence



- Ensures cleanliness, health, safety, and good repair of residence and individual tenants' units by carrying out basic household chores, pest control protocols, emergency health and safety procedures and regular manual tasks as necessary;
- Is familiar with and follows all organizational policies and procedures;
- Carries out approved fire and health and safety plans;
- Fill open and regular staff replacement shifts of any length as required.
- Fulfills availability requirements and works sufficient shifts to maintain an on-going familiarity with the current status of the women and the residence(s).
- Actively maintains their own physical and mental health to meet the demands of the position

Resident Support Services

- Develops supportive, respectful and collaborative relationship with residents
- Models a creative, problem-solving approach with the ultimate goal of assisting residents to (Shelter - obtain housing within the community) (Supportive Housing - sustain housing with Cornerstone) and to reach their individual goals.
- Takes part in intake of new residents
- Identifies potential risks to maintaining their housing
- Implements early intervention plans
- Proactively prevents and intervenes in crises
- Provides guidance, encouragement and information about community resources
- Coaches and models independent living skills in individual and group activities
- Works with Case Manager to implement individualized resident plans
- Participates in move-in/move-out plans
- Accompanies residents to appointments and outings
- Facilitates resolution of conflict and complaints
- Monitors and assists with residents' medication routines
- Assists residents to create a natural support network of friends, family and significant others
- Other related duties as required

Community Relations

- Has a welcoming relationship with agency partners, students, volunteers, donors and the overall community
- Liaises with police, ambulance, fire and emergency services and community partners when necessary

Administration

- Maintains up-to-date resident files
- Books shifts as required
- Completes any reports/documentation as requested by Manager
- Participates in staff meetings and training sessions as required

- Other related duties as required

What we need from you

Qualifications

- College or University education in a social services field or equivalent
- Related employment experience preferred
- Demonstrated experience with socially disadvantaged women
- Bilingualism (French and English) preferred
- Satisfactory Police Records Check upon hire & each 5 yrs. thereafter

Skills

- Proven sensitivity to and understanding of the needs of women experiencing homelessness, poverty, trauma, abuse, mental illness, addictions, discrimination, new arrival, and other personal and systemic challenges to independent living
- Ability to work with women of diverse cultural and religious backgrounds
- Ability to meet the physical and psychological demands of the position
- Good knowledge of community resources
- Ability to work independently and within a team
- Effective communication, interpersonal, and public relations skills
- Strong organizational skills
- Excellent listening skills
- Proven conflict resolution and crisis intervention abilities
- Demonstrated good judgment and problem-solving ability
- Group program planning and implementation skills
- Basic computer skills: word processing, database
- Ability to do basic math (adding, subtracting, dividing)

Core Competencies

- Mission Driven – passionate about ending homelessness.
- Resilience – remains engaged in work even when there are challenges.
- Adaptability – adjusts approach, style, or priorities to meet organizational needs.
- Collaborative – cultivates relationships with team members. Values the input of others and embraces opportunities to work together.
- Accountability – takes personal ownership and responsibility for the quality of work and timeliness of work commitments.

Ready to be part of a team making a difference?

Click the "Apply Now" button to submit your application, or copy and paste the link below into your browser

<https://ca.indeed.com/job/support-worker-reliefcasual-190c07c0e715fd57>

APPLY NOW

Cornerstone is an Equal Opportunity Employer and actively encourages diversity in our staff team. If you require any accommodation through the hiring process, please contact us at careers@cornerstonewomen.ca

Thank you for your interest in joining Cornerstone. We will contact you if your candidate profile matches our hiring needs.

Check out our website for more information <https://www.cornerstonewomen.ca>