Centre for Mutual Wellbeing
For Racialized Communities

Centre for Mutual Wellbeing
204-50 Kent Ave, Kitchener, ON, N2G 3R2
226-499-2269 | centreformutualwellbeing.org

Job Description: Residential Worker, Transitional Housing Program

Job Type: Full-time, 37.5 hours per week, (weekend and overnights shifts only)
Work Environment: on-site
Reports To: House Manager, Transitional Housing, or designate
Location: Waterloo Region, Ontario
Compensation: $24/hour
Anticipated start date: *As soon as possible*

About the Centre for Mutual Wellbeing

Founded in 2010, the Centre for Mutual Wellbeing, formerly The Coalition of Muslim Women of Kitchener-Waterloo, was built on the strength and leadership of Muslim women determined to stand up against hate, discrimination, Islamophobia, and gender-based violence. What began as a grassroots movement has grown into a dynamic organization serving diverse racialized communities across Waterloo Region. Guided by our commitment to upstream, preventative work, we deliver innovative and culturally responsive programs that address systemic barriers to social and economic inclusion. With a focus on housing, gender-based violence, anti-hate initiatives, and public education, we continue to work toward our vision of a just, harmonious, and equitable community for all.

Position Overview

The Centre for Mutual Wellbeing (CMW) is seeking a compassionate, organized, and skilled Residential Worker to support residents of Dar-al-Aman, a culturally responsive and trauma-informed transitional housing program for racialized women, women with children, experiencing homelessness, and housing instability.

The **Residential Worker** ensures the safe and smooth operation of CMW's Transition House during evenings, weekends, and overnight hours. This role provides essential coverage and support, including responding to resident needs, ensuring house safety and cleanliness, and problem-solving minor issues as they arise.
This is a great opportunity for someone who is calm under pressure, skilled in conflict resolution, and passionate about creating a supportive and culturally inclusive living environment.

Key Responsibilities

- Be present during assigned shifts to maintain house safety, stability, and routine

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- Support new arrivals, respond to resident questions, and de-escalate interpersonal issues
- Monitor shared areas for cleanliness and encourage resident upkeep of space
- Manage restocking, basic maintenance, and home safety
- Promote shared responsibility for cleanliness and respectful co-living
- Support conflict resolution and relationship-building among residents
- Handle minor maintenance or notify house managers when follow-up is needed
- Conduct walk-throughs and wellness checks, and log shift notes for hand-off
- Respond to urgent concerns and apply CMW's trauma-informed, culturally safe protocols
- Maintain accurate communication and documentation during all shifts
- Uphold a welcoming, respectful, and community-oriented house culture
- Other administrative duties as assigned

Qualifications and Skills

- Experience in housing, shelter, community care, or residential settings
- Comfortable working independently, especially overnight and during crisis situations
- Basic repair or home management experience considered an asset
- Strong communication, problem-solving, and emotional regulation skills
- Comfortable supporting residents with conflict resolution and relationship-building
- Ability to work across cultures and build trust with racialized and newcomer women
- CPR, First Aid, and Naloxone training are assets
- Arabic as a second language will be considered a strong asset

How to Apply

Email your resume to *jobs@centreformutualwellbeing.org* – Please list all of the languages you speak fluently on your resume.
Subject line: Residential worker – Transitional Housing Program.
Deadline: Applications will be reviewed on a rolling basis until the position is filled.

CMW values and celebrates diversity in all forms. We strongly encourage applications from individuals with lived experience of navigating systemic barriers as a minority. We

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are especially seeking applicants who reflect the diversity of the women we serve, including those who identify as Arab, Black / African, South Asian, and West Asian.

We thank all applicants; however, only those selected to move forward will be contacted.