

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2023-191

POSITION TITLE: Supervisor, Emergency Department and Stabilization Site	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-time, Non-Bargaining Unit
# HRS / WEEK: 35	CONTRACT DATE: n/a
REPORTS TO: Senior Manager Peer Program and Senior Manager Mobile Community Health Services	HOURLY RATE: Commensurate with experience
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Neighborhood Group (TNG) collaborates closely with the University Health Network (UHN) across various initiatives. In this role, the Supervisor of the Emergency Department and Stabilization Site will play a pivotal role in providing direct support to Peers participating in the ED Program and UHN-Stabilization Connection Centre.

About the Emergency Department (ED) Program: The ED Program is focused on assisting individuals experiencing homelessness, substance use, and/or mental health challenges. Our Peers draw from their own lived or living experiences related to hospital Emergency Department visits for similar reasons. This vital program operates at both the Toronto General Hospital and the Toronto Western Hospital.

About The UHN-Stabilization Connection Center: The UHN-Stabilization Connection Center (UHN-SCC) was designed to divert individuals away from overwhelmed emergency departments and offer them a haven of safety, compassion, and empowerment while stabilizing from substance intoxication. Our multidisciplinary team, consisting of peer support workers, harm reduction experts, personal care support professionals (PSWs), and dedicated follow-up workers, has been instrumental in delivering a comprehensive range of services to our clients. This center's mission is to offer immediate support to vulnerable adults who have been diverted from local hospital Emergency Departments by Emergency Services/paramedics.

Our Approach: Our approach is rooted in harm reduction and trauma-informed care. We are committed to helping participants find a safe space to stabilize while connecting them with essential resources.

Collaboration: The peer team at both of these sites works closely with an interdisciplinary care team, consisting of hospital and medical staff, as well as community partners. This collaborative effort ensures a comprehensive approach to care and support.

Your Role: As the Supervisor, you will collaborate and directly report to the Senior Manager of Peer Programs and the Senior Manager of Mobile Community Health Services to provide vital support to Peer Workers within these programs.

PLEASE NOTE THIS POSITION WILL REQUIRE YOU TO WORK WEEKENDS, STATUTORY HOLIDAYS, EVENINGS AND OVERNIGHT HOURS

MAJOR DUTIES:

- Direct supervision of Peer Workers
- Develop shift schedules
- Recruit, train, and support peers
- Provide leadership and supervision for peers enrolled in the program
- Develop and implement, in collaboration with the Manager and partners, all administrative and evaluation tools for the program
- Coordinate financial matters (Petty cash, timecard submission) and report to Managers as required
- Provide support with a focus on stability and supported employment as a Peer Worker
- Foster positive relationships with community and system partners
- Facilitate TNG's Supervising and Working Alongside Peer Staff training curriculum for partners
- Work collaboratively with program partners to build the sector's capacity to support quality peer programs within the community
- Maintain accurate records and complete reporting required by funders and supervisors
- Support the peer team to navigate and adhere to changing COVID-19 safety protocols and IPAC standards in accordance with regulator requirements
- Participate and coordinate On-Call duties as they arise
- Conduct by-weekly education drills to support peers currently working on site
- Participate in case conference/client support huddles with other supervisors, managers, staff, and peers as required
- Ensure timely, accurate completion of all program statistics

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement

REQUIREMENTS & QUALIFICATIONS:

- BA/B.S.W or B.Ed in Adult Education plus 3 years work experience with individuals who use drugs, experience homelessness, and/or mental health issues or a combined equivalent of education and experience
- 2 years' supervisory experience with volunteers, peers or individuals with lived experience
- Recent knowledge of and experience with applying harm reduction principles and practices in the work
- Demonstrated leadership skills and experience working on a multidisciplinary team
- Dynamic, engaging and superior group facilitation skills and proven experience developing and delivering curriculum/educational workshop content
- Experience with supervision of unionized staff an asset
- Recent experience and demonstrated understanding in the areas of substance use, mental health, harm reduction
- Highly skilled in areas of strategic partnership development, networking, and addressing systemic barriers
- Experience building and maintaining cross-sector collaborative relationships
- Strong understanding, analysis and commitment to social justice issues, equity, anti-racism and anti-oppression knowledge and practices

To apply, submit your resume with "TNG2023-191" in the subject line of your email to: careers@tngcs.org