

## **PEER POSITION JOB POSTING**

### **PeerTech - PeerTech Support Worker**

**Part-Time position available (7 hours per week). Non-union.  
3-month Contract, with possibility of extension.  
Hourly Rate of Pay: \$22**

**SUMMARY:** The Neighbourhood Group Community Services (TNGCS) plays an active role in improving the well-being of shelter residents and individuals experiencing homelessness across the city. Our programs have saved hundreds of lives through overdose response and harm reduction services. These programs have also connected residents to a range of resources including case management, health care, legal aid, education, employment and housing.

A major challenge many community-members face is in navigating apps, smartphones, laptops, attachments, emails, QR codes, online forms, etc. that are increasingly required to access basic needs. PeerTech is a pilot project to provide community-members and staff additional tailored support to build their skills.

PeerTech Support Workers contribute their lived and living experience of homelessness, substance use and mental health challenges in building rapport and connection with individuals interested in improving their tech abilities. PeerTech Support Workers meet one-on-one with participants to assess their abilities, define their goals and steadily work to achieve those goals.

#### **MAJOR DUTIES:**

- Build rapport; demonstrate authentic listening, supportive communication and patience with learners.
- Actively listen to participants as they express their emotions regarding their challenges with navigating technology.
- Support participants to identify their tech learning goals, and co-develop plans for their steady improvement.
- Assess participants' tech abilities throughout the program, and provide direct and timely feedback in a supportive way.
- Research available learning resources around tech; compile and share these resources with participants.
- Engage and build respectful and professional relationships with all team members, supervisors and support workers.
- Promote PeerTech with community-members, staff and supervisors.
- Provide referrals to participants needing further tech or other supports.
- Ensure service user confidentiality is maintained.
- Follow COVID-19 and other safety protocols.
- Other duties as assigned.

#### **REQUIREMENTS & QUALIFICATIONS:**

- Lived/living experience of homelessness, substance use and/or mental health challenges.
- Demonstrated knowledge of and support for harm reduction practices and client-centred approaches.
- Considerable working knowledge of the following is required: file management, email, attachments, copy and paste, search engines, smartphone apps, Microsoft Word, touch typing (40-60 words per minute)
- Considerable working knowledge of the following is considered a strong asset: Whatsapp, Powerpoint, Excel, Google Apps, Canva, Mailchimp, social media apps
- Prior experience with tutoring, teaching, facilitating and/or public speaking considered a strong asset.
- Ability to maintain strong professional and ethical boundaries.
- Responsible, reliable and punctual.
- Ability to work collaboratively within a team environment.
- Willingness to accept feedback and incorporate it into their work.
- Strong interpersonal and communication skills (oral and written); open, non-judgmental and willing to learn.
- Demonstrates respect towards diverse communities and individuals.
- Must possess comfort and sensitivity working with individuals with severe mental health/substance use issues.
- Flexibility, resourcefulness, creativity, commitment & empathy will further support your success in this position.

**To apply, email your cover letter and resume with "PeerTech Support Worker"  
in the subject line to [peer.applications@tngcs.org](mailto:peer.applications@tngcs.org) no later than December 17, 2024**