

PEER POSITION JOB POSTING

Mobile Shelter Support Program (MSSP) - Peer Support Specialist

Full-Time positions available. Non-union.

6-month Contracts.

Hourly Rate of Pay: \$26.25

SUMMARY: We are excited to invite applications for the position of Peer Support Specialist to join our dynamic Mobile Shelter Support Program (MSSP) Team! Our MSS Program offers a unique blend of mobile peer support, harm reduction services, supportive case management, and personal support work to multiple shelters across the Greater Toronto Area (GTA).

As a Peer Support Specialist, you will play a crucial role in utilizing your lived experience within the Mental Health, Substance Use, and Homeless to assist, encourage, and mentor our client members through their personal journeys. Employing a trauma-informed approach, you will primarily focus on providing support to individuals currently living in shelter, respite, and encampment settings. Your key responsibilities will include helping clients navigate services, de-escalating situations, facilitating programming, sharing valuable resources and information, building rapport, offering companionship and emotional support, and advocating on behalf of clients when needed.

Maintaining an appropriate flow of communication between TNG and site operators is paramount in ensuring that the needs of our clients are met effectively. Moreover, you will actively contribute to reducing overdose events, responding to overdoses, and enhancing harm reduction education through a variety of strategies and advocacy efforts.

The successful candidate for this position will embody the philosophies of our agency and peer program, diligently adhering to all policies, procedures, and requirements. You will report directly to the Supervisor, Mobile Community Health Services, and the Senior Manager of Mobile Community Health Services.

MSSP-Peer Support Specialist may be required to work on weekends, holidays, overnights, holidays across multiple sites in the GTA.

MAJOR DUTIES:

- Build rapport; demonstrate authentic listening and communication of one's own direct experiences for the benefit of the clients, relating to issues of homelessness, substance use, and physical and mental health challenges; assist in building support networks/relationships, and manage struggles in meeting basic needs.
- Actively listen to patients as they express their emotions regarding their experience and otherwise.
- Help clients to navigate resources, harm reduction practices, and safer use strategies.
- De-escalate situations by listening and validating clients' concerns and helping to make them comfortable.
- Distribute socio-recreational items (i.e. water, snacks, hygiene items, games, food, writing material, etc.).
- Support clients to identify priorities while working collaboratively to find solutions, and set goals and objectives.
- Promote and facilitate education and awareness of peer support and person-directed care. Work collaboratively with team members, site operators, community partners and clients.
- Attend regular team meetings scheduled by TNG weekly and monthly.
- Engage and build respectful and professional relationships with all team members and community partners.
- Empower clients to advocate on their own behalf and support advocacy efforts with clinical services.
- Attend training sessions
- Ensure service user confidentiality is maintained
- Follow IPAC and other safety protocols
- Ensure ongoing documentation of client-member interactions following TNG program-specific policies, procedures, and protocols.
- Facilitate social recreational activities and outings
- Assist in overdose prevention and response
- Provide harm reduction education, supplies, and support to clients
- Other duties as assigned

REQUIREMENTS & QUALIFICATIONS:

- Lived/living experience of homelessness, accessing community drop-ins, shelters, or harm reduction programs.
- Demonstrated knowledge of and support for harm reduction practices and client-centered approaches.
- Experience working within community & social services programs is considered a strong asset.
- A willingness to learn and adopt safe hygiene practices, including wearing Personal Protective Equipment (PPE) at all times, and maintaining proper sanitation practices.
- Ability to de-escalate conflicts
- Ability to maintain strong professional and ethical boundaries
- Willingness to utilize knowledge of lived experience to connect with patients

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

- 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
- Proficiency in one or more languages other than English an asset
- First Aid and/or CPR certification an asset
- Flexibility, resourcefulness, creativity, commitment & empathy will further support your success in this position.

**To apply, email your cover letter and resume with “MSSP Peer Support Specialist-Oct 2024”
in the subject line to peer.applications@tngcs.org no later than October 16, 2024**