

*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# TNG2024-131**

<b>POSITION TITLE:</b> Supervisor, Mobile Shelter Support Program (MSSP)	
<b>DEPARTMENT:</b> Urban Health and Homelessness Services	<b>STATUS:</b> Regular Full Time, non-bargaining unit
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> N/A
<b>REPORT TO:</b> Senior Manager, Mobile Community Health Services	<b>SALARY:</b> commensurate with experience
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:**

The Mobile Shelter Support Program (MSSP) provides a unique and dynamic range of mobile services that include peer support, harm reduction, supportive case management, and personal support assistance to shelters, respites, warming centers, and encampments across the Greater Toronto Area (GTA). As the MSSP Supervisor, you will play a key role in collaborating with partner agencies to establish and lead mobile harm reduction and peer support initiatives at identified shelter sites. You will oversee the recruitment, training, scheduling, and support of all MSSP staff, ensuring high-quality service delivery and operational efficiency. The role also requires supporting the mobilization of staff and implementing fixed-site responses when necessary. The ideal candidate will be a committed leader with a strong understanding of harm reduction principles and peer programs. You will embody the agency's mission, values, and peer program philosophies while adhering to all organizational policies and procedures. Reporting directly to the Senior Manager, Mobile Community Health Services, you will contribute to the ongoing development of a responsive and effective service model. This role is an exciting opportunity to make a tangible difference within vulnerable communities across the GTA by leading a dedicated team of professionals. Please be aware that the MSSP Supervisor will work across various sites, including COVID isolation sites, shelters, respites, encampments, and all warming centers. Flexibility to work on weekends, holidays, and overnight shifts is required.

**MAJOR DUTIES:**

- Supervising and providing ongoing support to a diverse team of Shift Leads, peer support workers, and Personal Support Workers.
- Identifying staffing needs, conducting interviews, and ensuring proper training for all MSSP staff.
- Ongoing recruitment
- Scheduling shifts and ensuring coverage for all sites under MSSP's jurisdiction.
- Collaborating with community partners to ensure seamless integration and coordination of services.
- Monitoring the quality of services delivered to clients, offering guidance, feedback, and support to maintain standards.
- Responding to crises and ensuring MSSP staff are mobilized effectively to address immediate service needs, especially during extreme weather events or public health emergencies.
- Develop and implement, in collaboration with the Manager and partners, all administrative and evaluation tools for the program
- Coordinate financial matters (monthly reimbursement, timecard submission) and report to Senior Manager 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 as needed
- Maintain accurate records and complete reporting required by funders and supervisors.
- Support the MSSP team to navigate and adhere to IPAC standards following regulatory requirements
- Conduct monthly education drills to support MSSP staff currently working
- Participate in case conference/client support huddles with other supervisors, managers, and staff

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

- Actively participate and facilitate weekly team meetings or as required
- Provide program execution, evaluation, and quality assurance – from developing, implementing, maintaining, and evaluating program goals and objectives, to developing appropriate protocols and policies
- Prepare for and actively participate in supervision meetings with the Manager and other Teams as instructed
- Respectful of and responsive to individuals and communities facing social, economic, and cultural barriers in society.
- Ensure timely, accurate completion of all program statistics
- Other duties as assigned

## **REQUIREMENTS & QUALIFICATIONS**

- Completion of post-secondary education in a relevant discipline and/or related experience
- 2-3 years experience supervising, training, and coaching staff in a unionized environment
- 3-5 years of health promotion and/or harm reduction experience in a community setting working with homeless and marginalized populations, including people who inject illicit drugs.
- Experience working with staff and service users who come from diverse racial, gender, ethnic, and cultural backgrounds and who may have lived experiences of homelessness, living in poverty, mental health, social isolation, and substance use.
- Strong understanding of and commitment to harm reduction, trauma-informed, and anti-oppression practices
- Highly developed skills in community development and team building.
- Proven financial and budget management skills.
- Thorough knowledge of legislation relevant to operating the MSSP programs, including the Controlled Drugs and Substances Act, Ontario Human Rights Code, Occupational Health, and Safety Act, and Employment Standards Act.
- Extensive advocacy, crisis intervention and prevention, conflict resolution, and negotiation skills.
- Extensive knowledge of community-based resources.
- Excellent written and oral communication skills.
- Computer literacy

**To apply, submit your resume with “TNG2024-131” in the subject line of your email to:  
[careers@tngcs.org](mailto:careers@tngcs.org)**