

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# TNG2025-63

POSITION TITLE: REACT Supervisor (Rapid Emergency Action & Community Training)	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Contract Full-time, Non-Bargaining Unit
# HRS / WEEK: 35	CONTRACT DATE: 1 Year
REPORT TO: Manager, Community Peer Harm Reduction Programs	SALARY RANGE: \$60,640- \$68,228
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: REACT program to enhance the capacity of shelter operator sites to deliver trauma-informed and stigma-free care for individuals who use substances. REACT (Rapid Emergency Action & Community Training) provides overdose prevention services for shelter residents and individuals in supportive housing. Our services include: 1) Overdose prevention and response 2) Development of personalized safety plans 3) Distribution of harm reduction tools 4) Comprehensive training for residents and staff.

The REACT Supervisor plays a key role in collaborating with partner agencies to establish and lead mobile harm reduction and peer support initiatives at identified shelter and supportive housing sites. They oversee the recruitment, training, scheduling, and support of all REACT staff and peers. The role supports both mobile and fixed-site teams. They have a strong understanding of harm reduction principles, peer work and demonstrated facilitation skills. They uphold the agency's mission, values, and philosophies while adhering to all organizational policies and procedures. Reporting directly to the Manager of Community Peer Harm Reduction, they work across various sites during regular and after-hours/evening shifts and on weekends and holidays

MAJOR DUTIES:

- Supervise and provide support to a diverse team of Shift Leads, peer support workers, and Personal Support Workers.
- Identify staffing needs, outreach to potential candidates, conduct interviews, complete scheduling and ensure training
- Collaborate with community partners to ensure seamless integration and coordination of services.
- Monitor the quality of services delivered, offer guidance, feedback, and support to maintain standards
- Respond to crises and ensure REACT staff are mobilized to address immediate service needs/critical incidents
- Collaboration with the Manager and partners to develop and implement all administrative and evaluation tools
- Coordinate financial reimbursements and timecard/payroll submission
- Provide supported employment for peer workers
- Foster positive relationships with community and system partners
- Facilitate TNG's Supervising and Working Alongside Peer Staff training curriculum for partners
- Maintain accurate records and complete required reporting. Ensure timely, accurate completion of all program statistics
- Support the REACT team to navigate and adhere to IPAC standards
- Conduct monthly overdose response drills to support REACT staff
- Participate and facilitate case conferences/client support huddles with supervisors, managers, and staff
- Prepare for and actively participate in supervision meetings with the Manager and other Teams
- Demonstrate responsiveness and empathy towards individuals and communities facing social, economic, and cultural barriers
- 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 work in a community setting working with homeless and marginalized populations, including people who inject drugs.
- Experience working with diverse staff/clients with lived experiences of homelessness, mental health, social and substance use.
- Strong understanding of and commitment to harm reduction, trauma-informed, and anti-oppressive practices.
- Extensive advocacy, crisis intervention, prevention, conflict resolution, and negotiation skills.
- Extensive knowledge of community-based resources.
- Excellent written and oral communication skills.
- General literacy in Microsoft Office applications

To apply, submit your resume with "TNG2025-63" in the subject line of your email to: careers@tngcs.org