

*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# TNG2025-64**

<b>POSITION TITLE:</b> REACT Team Lead (Rapid Emergency Action & Community Training) (2 Positions)	
<b>DEPARTMENT:</b> Urban Health and Homelessness Services	<b>STATUS:</b> Contract Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATE:</b> 1 Year
<b>REPORT TO:</b> Manager, Community Peer Harm Reduction Programs and REACT Supervisor	<b>HOURLY RATE:</b> \$32.92
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** The REACT program enhances the capacity of local organizations and housing providers to deliver trauma-informed and stigma-free care for individuals who use substances. REACT provides overdose awareness, prevention, and response services for shelter residents and individuals in supportive housing. Our services include: 1. Overdose identification and response; 2. Development of personalized safety plans; 3. Distribution of harm reduction tools; 4. Comprehensive training for residents and staff

**Position Overview:** In collaboration with the Program's Manager, The REACT Team Lead establishes and support peer-driven overdose prevention initiatives in shelters and supportive housing sites. The Team Lead engages clients to connect them with service/housing and substance use resources through targeted outreach, harm reduction support, overdose response, and training of partner staff to understand the value of lived experiences. Empathy, active listening, fostering curiosity over judgment, and implementing de-escalation techniques are essential attributes. The Team Lead has frontline experience, strong leadership skills, and a deep understanding of systemic barriers facing people who use drugs. Commitment to equity, inclusion, and stigma-free care is essential for effectively supporting clients and community partners.

**The REACT Team Lead will work across various sites, including shelters, supportive housing, respites, encampments, and warming centers. Flexibility to work on weekends, evenings and holidays is required AND has lived experience of homelessness, accessing community drop-ins, shelters, or harm reduction programs.**

### MAJOR DUTIES:

- Provide leadership and support for peers enrolled in the project.
- Collaboratively develop, implement, and maintain administrative, evaluation and harm reduction education tools
- Build and maintain positive relationships with community partners; participate actively in meetings.
- Maintain accurate records and complete reporting including attendance records and statistical reports.
- Assign peer positions and task rotation at the start of each shift.; Welcome and orient new hires
- Attend case conferences/client support huddles with other team leads/site operators/housing providers as needed.
- Ensure adherence to IPAC measures and all TNG and team policies/procedures.
- Provide harm reduction education, training, supplies, and support to clients and staff across multiple shelter and housing sites.
- Empower clients to advocate for themselves and support advocacy efforts as needed.
- Assist clients to access community-based resources; Provide resources and information for safer substance use.
- Respond to overdose incidents and provide aftercare support to clients and peer/staff teams.
- Attend and facilitate regular team meetings and training sessions.
- Perform other assigned tasks as required.

### REQUIREMENTS & QUALIFICATIONS:

- Demonstrated experience and commitment to harm reduction principles and practices.
- Proven leadership and problem-solving skills; ability to accept and incorporate feedback
- Experience working on multidisciplinary teams and with marginalized populations, including homeless clients who use substances/face mental health challenges
- Excellent interpersonal communication, strong professional boundaries, initiative, judgment, and advanced problem-solving skills.
- Exemplary organizational, time management skills; Strong professional boundaries and advanced problem-solving skills
- Crisis prevention training and experience trauma informed practices and de-escalation techniques
- Proficiency in Microsoft Word and Excel is preferred.
- Ability to work effectively in dynamic, community-based settings with marginalized populations.
- Crisis intervention skills and experience in de-escalation techniques and First Aid/CPR certification are assets.

**To apply, submit your resume with "TNG2025-64" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**