

PEER POSITION JOB POSTING

Emergency Department - Peer Support Worker

Part Time and Full Time Positions available. Non-union.

5-month Contracts, with possibility of extension.

Hourly Rate of Pay: \$26.27

SUMMARY: The Neighborhood Group works collaboratively with University Health Network (UHN) to provide support for people experiencing homelessness, substance use and/or mental health issues through knowledge gained by recent lived/living experience related to visiting hospital Emergency Departments for similar reasons. This program is offered at Toronto General Hospital and Toronto Western Hospital. The ED-Peer Support Worker will work with a team of medical professionals and social workers to assist in communicating with clients, helping clients navigate services, de-escalating conflict, building rapport, and helping to establish care and discharge plans for patients. This position will be under the direction of the Supervisor, Emergency Department and Stabilization Site.

ED Peer Support Workers work at multiple sites and work on weekends and holidays may be required.

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, addiction/substance use, physical and mental health; assist to build support networks/relationships, and manage struggles in meeting basic needs.
- Actively listen to patients as they express their emotions regarding their experience in the ED and otherwise.
- Help patients to navigate resources, harm reduction practices, and safer use strategies.
- De-escalate situations by listening and validating patients' concerns and helping to make them comfortable.
- Distribute socio-recreational items (i.e. water, snacks, hygiene items, games, writing material, etc.).
- Accompany patients on cigarette breaks; assist patients to access nicotine replacement from RN.
- Support patients to identify priorities while working collaboratively to find solutions, set goals and objectives.
- Promote and facilitate education and awareness of peer support and person-directed care. Work collaboratively with team members, other UHN members, and patients.
- Support UHN staff with intakes and discharge procedures as needed.
- Attend regular team meetings scheduled by TNG and meetings conducted in the Emergency Department daily.
- Engage and build respectful and professional relationships with all team members and community partners.
- Empower patients to advocate on their own behalf and support advocacy efforts when needed.
- Participate in weekly team meetings
- Attend training sessions
- Ensure service user confidentiality is maintained
- Follow COVID-19 and other safety protocols
- 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.
- Experience working within community & social services programs considered an 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
- 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
- Flexibility, resourcefulness, creativity, commitment & empathy will further support your success in this position.

**To apply, email your cover letter and resume with "Emerge Peer Support Worker"
in the subject line to peer.applications@tnqcs.org by August 13, 2025**