

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# TNG2025-205

POSITION TITLE: Program Assistant – Crystal Meth Project	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: ASAP until April 17, 2026 or until the return of the incumbent
REPORT TO: Supervisor, Crystal Meth Project	HOURLY RATE: \$27.97
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Neighbourhood Group leads the “Crystal Meth Project”, a unique program to provide support for people who use crystal meth and other stimulants. The Project challenges stigma by connecting community members to one another, providing peer training opportunities and improving the sector’s compassion for people who use these types of substances. One of the Crystal Meth Project’s major offerings is “Centre Ice” an afternoon drop-in program where we offer harm reduction and hygiene supplies, access to laundry, emergency clothing items, snacks, community-building events, referrals, on-site physician and peer support. The Program Assistant supports the facilitation of Centre Ice, as well as other programs 260 Augusta, by building rapport, connecting clients to supportive services, facilitating groups, hosting community events, de-escalating conflicts that arise and assisting with overdose/over-amping responses as needed. This position will report to the Supervisor, Crystal Meth Program and is part of **CUPE 7797**.

MAJOR DUTIES:

- Prepare all resources for Centre Ice in advance, including sign-up sheets, snacks, hygiene items, activity supplies, etc.
- Facilitate access to Centre Ice services, including showers, laundry, hygiene and on-site physician visits on Tuesdays
- Collaborate with staff to support and guide participants as needed, including the provision of “warm referrals”
- Maintain accurate, timely and complete records as required by the Crystal Meth Program Supervisor, including but not limited to; attendance records and written documentation relevant to the distribution of harm reduction tools
- Assist the Crystal Meth Project Supervisor in preventing and appropriately handling conflict, potential crises, overdose/over-amping situations and facilitating debriefing meetings, as required
- Review client restriction updates in logs and in consultation with Drop-in Manager; relay relevant info to the peer team
- Be respectful of, and responsive to, individuals and communities facing social, economic, cultural barriers and discrimination/stigma related to substance/crystal meth use to ensure service access
- Develop and lead community group activities, including monthly special events
- Participate in weekly in-person Drop-in team meetings; provide regular coverage to support the Corner Drop-in team
- Form and maintain positive relationships with team, community and system partners
- Troubleshoot challenges as they arise with the support of the Crystal Meth Project Supervisor, and/or the Manager of Community Peer Programs
- Ensure IPAC and other safety measures are adhered to by peers/Program participants
- Other duties as assigned

REQUIREMENTS & QUALIFICATIONS:

- Previous lived experience of homelessness and crystal meth use a requirement
- Demonstrated experience with, and commitment to, harm reduction principles and practices
- Demonstrated organizational, leadership, and facilitation skills
- Recent experience working with marginalized populations including homeless adults, people who use substances including crystal meth specifically, and people who identify as living with mental health issues
- Proven knowledge in the areas of substance use, mental health, peer support, harm reduction, overdose and over-amping prevention and response, and working with people who are homeless
- Excellent communication, and problem-solving skills; strong initiative and solid judgement
- Crisis prevention experience and training, or openness to completing said training
- Basic competencies with computers and smartphones, including sending emails, using WhatsApp, attending virtual meetings, creating forms, preparing written documentation, entering statistical info into spreadsheets, etc.
- Ability to maintain a calm, empathetic, and trauma-informed approach when supporting homeless people who use crystal meth throughout the Program, especially during or after crisis situations or trainings
- Thorough understanding of community & social responses to substance/crystal meth use, with a demonstrated knowledge of harm reduction practices

To apply, submit your resume “TNG2025-201” in the subject line of your email to: careers@tngcs.org

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. This posting is for an existing vacancy.