

*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# TNG2025-124**

|   |  |
|---|--|
| <b>POSITION TITLE:</b> Supervisor- Case Management, Voluntary Trustee Program (VTP), and Odette Housing |  |
| <b>DEPARTMENT:</b> Urban Health and Homelessness Services   | <b>STATUS:</b> Contract Full-Time, Non-Bargaining Unit                       |
| <b># HRS / WEEK:</b> 35   | <b>CONTRACT DATE:</b> ASAP for 6 months or until the return of the incumbent |
| <b>REPORT TO:</b> Senior Manager, Clinical Services   | <b>SALARY RANGE:</b> \$60,640- \$68,228                                      |
| <b>EXTERNAL CLOSING DATE:</b> Posted until filled.  |  |

**GENERAL DESCRIPTION:** The Supervisor is a member of the leadership team within the Urban Health and Homelessness Services (UHHS) department at TNG and is responsible for direct supervision of 6-8 FTE and the daily supports of Trustee Services, mobile case managers and Odette housing. Position is responsible for leading the organization of team work, monitoring/coordinating/analysis of data entry/collection, completing reports, and supporting a range of leadership initiatives and functions. With strong skills and knowledge in trauma informed practice and harm reduction approaches, the supervisor leads the team and advocates for social justice with a commitment to the core principles of poverty, anti-racism, anti-colonialism, and gender-equality.

The position engages diverse community partners and service providers as part of providing Trustee and Case Management supports in order to support participants with both short term and long-term goals. The supervisor facilitates discussions with diverse community stakeholders to address challenges and find solutions to enhance collaborative practices, coordinate care plans and support participants increase financial literacy skills that support their housing goals and overall health and wellness.

### MAJOR DUTIES:

- Provide leadership in the recruitment, hiring and training of staff, direct supervision of case managers, performance reviews and performance management
- Develop and coordinate staff training, program development and evaluation, data collection
- Network with partner organizations in the community, hospitals and broader social service sectors
- Coordinate on-going professional development for case managers in areas of complex substance use, mental health, harm reduction, crisis intervention, concurrent disorders, money management/literacy skills and other relevant topics
- Proficient in use of databases and with complex reports required by funders; monitor case managers' data entry, assess gaps, identify supports/training needs; and ensure adherence to PHIPA and TNG policies
- Oversee daily operations of VTP including scheduling, community safety protocols, budgeting/expenses and adherence to Health and Safety policies and procedures
- Leads/facilitates team meetings, clinical discussion and group supervisions
- Coordinate placement and supervision of students and program volunteers
- Support Sr Manager with leadership initiatives as needed and provide back up supports and On-Call
- Intervening and deescalating crisis situations
- Attend and actively participate in UHHS and TNG meetings; and represent TNG at public community meetings/venues with funders, stakeholders and the larger community
- Ensure adherence to the TNG policies and procedures and the Collective Agreement
- Supervise the Odette Housing Program including the Odette Housing worker.
- Provide direct oversight, coaching, and support to new staff
- Monitor and ensure performance targets for the Odette Housing program, and Case Managers.
- Coordinate cross-program activities between VTP, housing, and harm reduction services
- Manage increased reporting, accountability, and stakeholder engagement across programs

### REQUIREMENTS & QUALIFICATIONS:

- B.S.W./B.A. plus 2 years of supervisory experience in human services, including goal setting, workplans and performance appraisals, or combined equivalent of education and experience

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

- Minimum 4 years' experience working with marginalized populations, including individuals experiencing homelessness, substance use and mental health issues, with at least one year in a case management position
- Demonstrated leadership skills and experience working on a multidisciplinary team
- Experience, alignment and commitment to harm reduction, trauma informed practices, survivor centered approach
- Excellent communication, initiative, judgment, and problem-solving skills
- Experience building and maintaining cross-sector collaborative relationships
- Strong understanding, analysis and commitment to anti-racist and anti-oppressive practices
- Ability to work in a dynamic community-based setting with marginalized populations
- Experience in program development, implementation and evaluation is an asset
- Physically able to travel consistently throughout Toronto
- Proficient with MS Office, and web-based data entry for case management and payroll system
- Demonstrated abilities to multi-task, effective organizational and time management skills
- Excellent written and verbal English skills
- Recent demonstrated knowledge and skills in assessment, crisis intervention and prevention, conflict resolution and negotiation skills, including CPI certification or willing to be trained
- Able to work evenings, weekends and on-call as assigned

**To apply, submit your resume with "TNG2025-124" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**