

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# TNG2025-107

POSITION TITLE: PAID Identification Outreach Worker	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: N/A
REPORT TO: Manager, PAID and Housing Services	HOURLY RATE: \$29.95
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Partners for Access and Identification (PAID) Project is a cross-Toronto initiative that assists homeless people to replace or obtain their identification. The Identification Outreach Worker works directly with homeless and marginally housed people to assist them with replacing or obtaining their personal identification, which will enable them to access available services, housing, healthcare, food and income supports and other programs. This position reports to the Manager of PAID and Housing Services and is part of **CUPE LOCAL 7797**.

MAJOR DUTIES:

- Assist homeless and marginally housed individuals and families to help them obtain new, or replace lost or stolen identification
- Liaise with document issuing offices at various levels of government, Toronto Social Services, and others to minimize barriers that may prevent homeless individuals and families from accessing services
- Collaborate with various social service agencies, hostels and food programs, etc. to ensure the effective operation of ID clinics, and to assist clients.
- Ensure accurate, timely and complete documentation and reporting on computer or hard copy, as directed.
- Ensure that identification is kept secure until it is delivered to the client.
- Participate in and/or take notes of team meetings and staff meetings, as required.
- Participate in a minimum of three agency events and/or fund-raising activities (i.e. the annual canvass) annually.
- Maintain client confidentiality and adhere to TNG policies and procedures.
- Perform other duties, appropriate to the position, as required.

REQUIREMENTS & QUALIFICATIONS:

- A diploma or degree in a relevant field or equivalent combination of years of relevant work experience, skills and training
- Two years of related professional experience working with diverse population
- A valid Ontario G class Driver's license is preferred
- A thorough understanding of the concerns and needs of homeless individuals and families, and the ability to communicate effectively with them
- Knowledge of the social services and community resources available, and how to access them
- Knowledge of processes for obtaining secondary documentation, i.e. passports or drivers licenses.
- An understanding of the security considerations required of the project.
- Competence in the use of computer software, and familiarity with using a database.
- The ability to work with minimal supervision.
- The flexibility to solve problems creatively.
- The ability to function as a member of a team whose members are located at separate sites
- The skill and patience to work under pressure while maintaining a calm, patient manner.
- The willingness and flexibility to alter work schedules and regular duties to accommodate the needs of the department and/or agency.

To apply, submit your resume with "TNG2025-107" 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