

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# TNG2025-187

POSITION TITLE: Supervisor, SafeSpot	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Contract Full-Time, Non-Bargaining Unit
# HRS / WEEK: 35	CONTRACT DATES: ASAP until March 7, 2026
REPORT TO: Manager, Harm Reduction Peer Programs	SALARY RANGE: \$60,640- \$71,140
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Neighbourhood Group Community Services (TNGCS) SafeSpot Program is seeking a Supervisor to lead peer support and overdose prevention initiatives across shelter and warming centre sites in the Greater Toronto Area. This role will work closely with site operators and community partners to strengthen a high-impact, peer-led program, ensuring peer workers are recruited, trained, supported, and empowered to succeed in their roles. The Supervisor will design and deliver peer training sessions, coordinate peer work activities in collaboration with shelter partners and the harm reduction team, and ensure peers have the resources and support needed to achieve the goals outlined in their work plans. We are seeking a committed, collaborative leader with a strong understanding of harm reduction principles, peer work, and trauma-informed practices, and with demonstrated facilitation and leadership skills. The successful candidate will embody TNG's mission, values, and philosophies while adhering to all organizational policies and procedures. This position reports directly to the Manager of Harm Reduction Peer Programs and requires flexibility to work evenings, weekends, and statutory holidays as needed.

MAJOR DUTIES:

- Supervise and provide ongoing support to a diverse team of Shift Leads and Peer Support Workers.
- Schedule shifts and ensure adequate coverage across SafeSpot sites.
- Collaborate with community partners to ensure seamless service coordination and integration.
- Monitor the quality of services delivered to clients; offer guidance, feedback, and support to maintain program standards.
- Respond to crises and ensure SafeSpot staff are mobilized to address immediate service needs, particularly during extreme weather events or public health emergencies.
- Develop and implement, in collaboration with the Manager and partners, all administrative and evaluation tools for the program.
- Coordinate financial matters, including monthly reimbursements and timecard submissions.
- Provide stability and supported employment opportunities for Peer Workers.
- Foster and maintain positive relationships with community and system partners.
- Facilitate TNG's Supervising and Working Alongside Peer Staff training curriculum for partners.
- Maintain accurate records and ensure timely completion of all required reports and statistics.
- Support the SafeSpot team in adhering to Infection Prevention and Control (IPAC) standards and regulatory requirements.
- Conduct monthly overdose response drills to build staff capacity and preparedness.
- Participate in case conferences and client support huddles with supervisors, managers, and staff.
- Actively participate in and facilitate regular team meetings.
- Support program execution, evaluation, and quality assurance by developing, implementing, and reviewing program goals, objectives, and protocols.
- Participate in regular supervision meetings with the Manager and other team members.
- Demonstrate respect and responsiveness toward individuals and communities facing social, economic, and cultural barriers.
- Perform other duties as assigned.

REQUIREMENTS & QUALIFICATIONS:

- Completion of post-secondary education in a relevant discipline and/or related experience.
- 2-3 years experience supervising, training, and coaching staff in a unionized environment.
- 3-5 years of health promotion and/or harm reduction experience in a community setting working with homeless and marginalized populations, including people who inject drugs.
- Experience working with staff and service users who come from diverse backgrounds and who may have lived experiences of homelessness, living in poverty, mental health, social isolation, and substance use.
- Strong understanding of and commitment to harm reduction, trauma-informed, and anti-oppressive practices.
- Highly developed skills in community development and team building.

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

- Some experience with managing program budgets an asset
- Thorough knowledge relevant to legislation, including the Controlled Drugs and Substances Act, Ontario Human Rights Code, Occupational Health, and Safety Act, and Employment Standards Act.
- Extensive advocacy, crisis intervention and prevention, conflict resolution, and negotiation skills.
- Extensive knowledge of community-based resources.
- Excellent written and oral communication skills.
- General literacy in Microsoft applications

To apply, submit your resume with “TNG2025-187” in the subject line of your email to: careers@tngcs.org