

*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# TNG2025-184**

|                                                                           |                                                       |
|---------------------------------------------------------------------------|-------------------------------------------------------|
| <b>POSITION TITLE:</b> Supervisor, Toronto Complex Behaviour Support Team |                                                       |
| <b>DEPARTMENT:</b> Urban Health and Homelessness Services                 | <b>STATUS:</b> Regular Full-Time, Non-Bargaining Unit |
| <b># HRS / WEEK:</b> 35                                                   | <b>CONTRACT DATES:</b> N/A                            |
| <b>REPORT TO:</b> Director, Community Health Services                     | <b>SALARY RANGE:</b> \$60,640- \$71,140               |
| <b>EXTERNAL CLOSING DATE:</b> Posted until filled                         |                                                       |

**GENERAL DESCRIPTION:** Are you a proven leader who thrives in fast-paced, complex environments? Do you want to guide a high-impact team that is transforming how Toronto shelters respond to conflict, safety, and healing? If so, this is the leadership role for you; it combines program supervision, staff mentorship, and cutting-edge work in restorative justice. Lead a trailblazing program that provides one-to-one support to adults living with complex needs—including mental health, substance use, trauma, and histories of service restrictions. In partnership with Inner-City Health Associate's (ICHA), your leadership will empower the team to provide restorative justice tools and non-violent crisis intervention skills and training, building safer, stronger, and more inclusive communities. As part of Urban Health and Homelessness Services (UHHS) and in collaboration with the City of Toronto's Shelter and Support Services (TSSS) under the Shelter Safety Action Plan (SSAP), and in collaboration with Rittenhouse, your team will bring restorative justice principles to life in shelters—helping reduce discharges and valuing lived experience while creating sustainable housing pathways. This isn't just a supervisor job—it's a leadership opportunity to shape safer shelters, stronger communities, and better outcomes for people who need it most.

### MAJOR DUTIES:

- Lead a specialized team delivering intensive case management to people who are homelessness and have mental health and substance use challenges, and service restrictions.
- Shape the future of shelter safety by embedding restorative justice practices and non-violent crisis intervention across the system.
- Work closely with the City of Toronto's Shelter & Support Services (TSSS) and community partners under the Shelter Safety Action Plan (SSAP).
- Balance strategic leadership with hands-on expertise, ensuring staff and peers feel supported and clients receive high-quality, innovative services.
- Lead & Mentor: Supervise and coach a team of Toronto Complex Behaviour Support Team Case Managers, building capacity in trauma-informed, harm reduction, and restorative practices.
- Train & Inspire: Oversee and deliver staff training in restorative justice approaches, conflict resolution, and crisis prevention.
- Strategize & Collaborate: Partner with TSSS, Rittenhouse, hospitals, law enforcement, and shelters to strengthen cross-sector collaboration.
- Drive Program Excellence: Ensure quality of service delivery, maintain accurate records, and monitor reporting to funders and leadership.
- Champion Restorative Justice: Model and integrate restorative approaches to resolve behavioural conflicts, reduce shelter discharges, and foster safer, stronger communities.
- Support Innovation: Guide the development of group programming, client engagement initiatives, and peer leadership opportunities.
- Crisis Leadership: Provide advanced consultation and leadership in de-escalating high-risk situations.

### REQUIREMENTS & QUALIFICATIONS:

- Degree in Social Work (B.A./B.S.W.) or equivalent combination of education, lived experience, and specialized training.
- 3–5 years' experience in human services, including supervisory or leadership responsibilities.
- Expertise in supporting individuals with mental health challenges, substance use, trauma histories, and homelessness.
- Demonstrated commitment to harm reduction, trauma-informed care, anti-racism, and anti-oppressive practices.
- Proven strength in team leadership, staff supervision, and program development.

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

- Advanced skills in crisis intervention, conflict resolution, and restorative justice approaches.
- Strong administrative skills, including proficiency with MS Office, case management systems (TREAT/OCAN an asset), and funder reporting.
- Ability to travel throughout Toronto to support staff and community partnerships.

**To apply, submit your resume with “TNG2025-184” in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**