

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# TNG2025-186

POSITION TITLE: Supervisor, Winter Support Hub	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Contract Full-Time, Non-Bargaining Unit
# HRS / WEEK: 35	CONTRACT DATES: ASAP until April 10, 2026
REPORT TO: Manager, Community Peer Programs	SALARY RANGE: \$60,640- \$71,140
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Neighbourhood Group (TNG) is partnering with the University Health Network (UHN) to support vulnerable adults diverted from UHN Emergency Services. Operating from a harm reduction and trauma-informed perspective, the Supervisor, Winter Support Hub (WSH) provides program leadership with 1 Shift Lead and a team of Peer Support Workers, as part of an interdisciplinary team, including medical professionals, community partners, health navigators, and harm reduction workers. The Supervisor ensures that the team assists clients in building rapport, navigating services, de-escalating conflicts and supporting the development of care and discharge plans. The Supervisor works alongside the team during operational hours (7:30 PM to 8:30 AM, weekdays and weekends), ensuring continuous support, coordination, and oversight. This position reports to the Manager, Community Peer Programs.

The Supervisor, WSH will be required to work evenings, weekends, statutory holidays, and overnights.

MAJOR DUTIES:

- Provide on-site supervision and leadership to peers, shift leads, and support staff throughout all overnight operational hours.
- Ensure consistent communication and coordination between TNG and UHN clinical teams, including timely updates on client care needs, incidents, and service gaps.
- Support the daily flow of operations, including shift start-up, coverage, and end-of-shift debriefs.
- Monitor attendance, manage scheduling, and address coverage gaps promptly, ensuring continuity of services.
- Oversee the hiring, onboarding, and training of shift lead and peers, ensuring alignment with program values, policies, and expectations.
- Offer real-time coaching, mentorship, and guidance to peers and shift leads, reinforcing trauma-informed, harm-reduction, and client-centered practices.
- Ensure all incident reports, overdose responses, and service logs are completed accurately and submitted in a timely manner.
- Coordinate with UHN teams on client restrictions, extensions, and service planning, ensuring alignment and timely communication on all decisions.
- Oversee food and linen coordination, ensuring proper inventory management, delivery, and distribution in collaboration with UHN staff.
- Report and follow up on any facility or operational issues in partnership with UHN and TNG management.
- Collaborate with UHN and other partners to support client care plans, coordinate follow-ups, and participate in case reviews when needed.
- Promote a safe, respectful, and accountable team culture, addressing performance or conduct concerns in alignment with TNG policies.
- Participate in weekly leadership check-ins and contribute to program data tracking, evaluation, and quality improvement initiatives.
- Maintain strong communication with the TNG management team regarding staffing, emerging issues, and program needs.
- Other duties as assigned.

REQUIREMENTS & QUALIFICATIONS:

- Completion of post-secondary education in a relevant discipline and/or related experience
- Progressively responsible work history including all aspects of supervision of full-time staff including coaching, mentoring, performance management, training, orienting new staff and health/safety. Experience in an unionized environment is an asset.
- Experience working with diverse staff/clients with lived experiences of homelessness, mental health and substance use.
- Demonstrated leadership skills and experience working on a multidisciplinary team
- Strong understanding, analysis and commitment to harm reduction, trauma-informed and anti-oppressive practices.
- Demonstrated experience working with peer workers and developing peer-based programs and services
- Recent experience in program development, implementation and evaluation.
- Strong written and verbal communication skills. Superior skills in MS Office and health-related database systems.

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

- Extensive advocacy, crisis intervention, prevention, conflict resolution, and negotiation skills.
- Extensive knowledge of community-based resources.
- Excellent written and oral communication skills.
- Certification in Crisis Prevention and Intervention or willing to obtain certification.
- Ability to work in a dynamic community-based setting with marginalized populations.

To apply, submit your resume with “TNG2025-186” in the subject line of your email to: careers@tngcs.org