

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# TNG2025-189

POSITION TITLE: Team Lead, Winter Support Hub (2 Positions)	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Contract Full-time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: Asap until April 10, 2026
REPORT TO: Supervisor, Winter Support Hub	HOURLY RATE: \$32.92
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 Team Lead assists the Supervisor in providing program leadership with a team of Peer Support Workers, as part of an interdisciplinary team, including medical professionals, community partners, health navigators, and harm reduction workers. Leveraging their own personal experience with homelessness, mental health challenges, and substance use, the Team Lead works in close collaboration with the peer team in their work assisting clients in building rapport, navigating services, de-escalating conflicts and supporting the development of care and discharge plans. The Team Lead works alongside the team during operational hours (7:30 PM to 8:30 AM, weekdays and weekends), ensuring continuous support and coordination. This position reports to the Supervisor, Winter Support Hub. **The Team Lead, Winter Support Hub will be required to work evenings, weekends, statutory holidays, and overnights.**

MAJOR DUTIES:

- Provide on-site support to Peer Support Workers evening, weekend, overnight and statutory holiday shifts.
- Notify the Supervisor of any client care needs, incidents, and service gaps that arise.
- Support the daily flow of operations, including shift start-up, coverage, and end-of-shift debriefs.
- Assist Supervisor to monitor attendance and address coverage gaps promptly, ensuring continuity of services.
- Oversee the hiring, onboarding, and training of peers, ensuring alignment with program values, policies, and expectations.
- Offer real-time guidance to peers, reinforcing trauma-informed, harm-reduction, and client-centered practices.
- Ensure all incident reports, overdose responses, and service logs during regular shifts are completed accurately and submitted in a timely manner.
- Adhere to client restrictions, extensions, and service planning, and communicate these changes to the relevant parties.
- Assist Supervisor on food and linen coordination, including proper inventory management, delivery, and distribution.
- 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 in alignment with TNG policies.
- Participate in and co-facilitate in regular team meetings.
- Maintain strong communication with the Supervisor regarding staffing, emerging issues, and program needs.
- Other duties as assigned.

REQUIREMENTS & QUALIFICATIONS:

- Lived/living experience of homelessness, accessing community drop-ins, shelters, or harm reduction programs
- Completion of post-secondary education in a relevant discipline and/or equivalent related work experience
- 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 collaborating with peer support workers.
- Strong written and verbal communication skills. Superior skills in MS Office and health-related database systems.
- 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 "TNG2025-189" 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