

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# TNG2025-165

POSITION TITLE: PAID Mobile 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: Mobile ID Services for Encampments is an initiative under the Partners for Access and Identification (PAID) Project to assist the Rapid Housing Team of Shelter Support and Housing Administration in quickly housing individuals living in encampments across the GTA. The mobile PAID worker will work alongside Streets to Homes and other outreach staff to connect with those in need of identification to finalize relocation and housing access. The mobile ID Worker works in different locations directly with homeless individuals living in encampments. This position reports to The Manager, PAID and Housing Services, and is part of **CUPE Local 7797**.

MAJOR DUTIES:

- Facilitate clinics at different encampment sites in Toronto for homeless individuals and families to help them obtain new, or replace lost or stolen, identification.
- Collaborate with various City and community outreach teams to ensure effective operation of ID clinics at different encampment sites and assist to identify individuals that are in need ID for rapid housing.
- Work closely with the existing PAID team to ensure quick and complete application processing, receiving, holding and delivering ID to individuals.
- 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 ID services.
- 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 at the encampments.
- Maintain knowledge of community resources and keep up-to-date with advances in industry practices relating to the homeless and marginally housed through courses, conferences and literature.
- Represent the agency at events and meetings to promote the aims and activities of the agency, to discuss common problems, and to share information and best practices.
- Participate in team meetings, regular staff meetings, and other agency events.
- Maintain client confidentiality and adhere to TNG policies and procedures.

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 populations
- A thorough understanding of the concerns and needs of homeless individuals and families living in encampments and the ability to communicate effectively with them
- A thorough grounding in, and commitment to, harm reduction and anti-oppression practices.
- Knowledge of the social services and community resources available, and how to access them.
- The ability to travel between worksites across Toronto, and to transport documents and paperwork.
- Knowledge of processes for obtaining secondary documentation, i. e. passports
- An understanding of the security and privacy considerations required of the project.
- The skill and patience to work under pressure while maintaining a calm, patient manner.
- 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.
- Excellent written and verbal communication skills
- The ability to function as a member of a team whose members are located at separate working sites

To apply, submit your resume with "TNG2025-165" 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