

## PEER POSITION JOB POSTING

### **CAMH Emergency Department - Peer Support Worker**

1 Full Time positions Monday-Fridays, 9:30am-5:30pm

1 Part Time position Sundays, 8:30am-4:30pm

Non-union. 6-month Contracts, with possibility of extension.

Hourly Rate of Pay: \$26.27

**SUMMARY:** The Neighbourhood Group (TNG) works collaboratively with the Centre for Addiction and Mental Health (CAMH) and University Health Network (UHN) to provide support for people experiencing homelessness, substance use and/or mental health issues through knowledge gained by recent lived/living experience related to visiting hospital Emergency Departments (ED) for similar reasons. This program is offered at CAMH's ED. The ED-Peer Support Worker will work with a team of medical professionals and social workers to assist in communicating with clients, helping clients navigate services, de-escalating conflict, building rapport, and helping to establish care and discharge plans for patients. This position will be under the direction of the Supervisor, Crystal Meth Project & The Next Chapter.

#### **MAJOR DUTIES:**

- Build rapport; demonstrate authentic listening and communication of one's own direct experiences for the benefit of the clients, relating to issues of homelessness, substance use, physical and mental health challenges; assist to build support networks/relationships, and manage struggles in meeting basic needs.
- Actively listen to patients as they express their emotions regarding their experience in the ED and assist with their resource navigation needs, harm reduction practices, and safer use strategies.
- De-escalate situations by listening and validating patients' concerns and helping to make them comfortable.
- Engage clients and encourage their stay for the duration of their ED visit/hospital admission.
- Support patients to identify priorities while working collaboratively to find solutions, set goals and objectives.
- Promote and facilitate education and awareness of peer support and person-directed care.
- Support CAMH staff with client intakes and discharges as needed.
- Attend regular Team Meetings scheduled by TNG and meetings conducted in the Emergency Department daily.
- Engage and build respectful and professional relationships with all team members and community partners.
- Empower patients to advocate on their own behalf and support advocacy efforts with clinical services.
- Attend training sessions as directed
- Ensure service user confidentiality is maintained
- Follow all health & safety protocols
- Other duties as assigned

#### **REQUIREMENTS & QUALIFICATIONS:**

- Successful completion of at least 2 peer contracts within TNG's Urban Health and Homelessness Services Department.
- Lived/living experience of substance use challenges. Previous hospitalization for substance use or mental health challenges considered an asset.
- Demonstrated knowledge of and support for harm reduction practices and client-centred approaches.
- Experience working within community & social service programs considered a strong asset.
- A willingness to learn and adopt safe hygiene practices, including wearing Personal Protective Equipment (PPE) at all times, and maintaining proper sanitation practices.
- Ability to de-escalate conflicts and to work collaboratively with multi-disciplinary team
- Ability to maintain strong professional and ethical boundaries
- Willingness to utilize knowledge of lived experience to connect with patients
- Responsible, reliable and punctual
- Willingness to accept feedback and incorporate it into their work
- Strong interpersonal and communication skills (oral and written); open, non-judgmental and willing to learn
- Demonstrates respect towards diverse communities and individuals
- Must possess comfort and sensitivity working with individuals with severe mental health/substance use issues
- Proficiency in one or more languages other than English an asset
- First Aid, CPR and NVCI Certification an asset;
- Flexibility, resourcefulness, creativity, commitment & empathy will further support your success in this position.

**To apply, email your cover letter and resume with "CAMH Emerge Peer Support Worker" in the subject line no later than February 13, 2026 to [peer.applications@tngcs.org](mailto:peer.applications@tngcs.org)**