

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# TNG2026-41

POSITION TITLE: Senior Manager, Supportive Housing	
DEPARTMENT: Independent Living	STATUS: Regular Full-Time, Non-Bargaining Unit
# HRS / WEEK: 35	CONTRACT DATE: April 15, 2026 to April 16, 2027 or until the return of the incumbent
REPORT TO: Director, Homecare and Supportive Housing	SALARY RANGE: \$92,372 per annum
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Neighbourhood Group Community Services (TNGCS) is seeking a dynamic and compassionate Registered Nurse leader to join our team as Senior Manager, Supportive Housing. This leadership role provides an opportunity to shape innovative, community-based care that supports frail and vulnerable seniors to live safely and with dignity in their homes. Reporting to the Director, Home Care & Supportive Housing, the Senior Manager will lead a dedicated team delivering supportive housing, homemaking, and transitional care services to seniors across four supportive housing locations and the surrounding community in Toronto's east end. This role is ideal for a strategic RN leader who is passionate about equity, aging in place, and improving health outcomes for marginalized seniors.

MAJOR DUTIES:

- Provide leadership, supervision, and coaching to an interdisciplinary team including supervisors, team leads, case workers, and personal support workers.
- Oversee client assessments, care planning, and service delivery to ensure high-quality, client-centered care.
- Monitor program performance, client outcomes, and quality indicators while implementing continuous improvement initiatives.
- Manage staffing, recruitment, and workforce planning to ensure continuity of care.
- Support program budgeting and financial monitoring in collaboration with the Director and Finance team.
- Ensure programs are in compliance with the funder's requirements
- Respond to complex client situations, complaints, and case conferences in a timely and professional manner.
- Lead quality assurance activities, including incident management and infection prevention and control (IPAC).
- Strengthen partnerships with hospitals, Ontario Health teams, and community agencies to improve care transitions and coordination.
- Represent TNGCS in sector and community collaborations to advance integrated care for seniors.
- Other duties as assigned by the Director of Home Care and Supportive Housing

REQUIREMENTS & QUALIFICATIONS:

- Bachelor of Nursing and current registration with the College of Nurses of Ontario (CNO)
- Minimum 3-5 years of leadership experience in community health, supportive housing, or seniors' services
- Experience supervising multidisciplinary teams in complex care environments
- Strong understanding of community health systems and services for vulnerable seniors
- Demonstrated experience in program operations, quality improvement, and staff development
- Experience in unionized environments and community-based care models is considered an asset
- Excellent leadership, communication, and collaboration skills
- Strong collaborative leadership and team development skills
- Excellent communication, presentation, and stakeholder engagement abilities
- Ability to manage multiple priorities and complex situations in a fast-paced environment
- Strong critical thinking, decision-making, and conflict resolution skills
- Ability to build effective partnerships with hospitals, community agencies, and health system partners
- Experience with data analysis, reporting, and performance monitoring
- Strong organizational and project management skills
- Proficiency in MS Office, databases, and electronic care systems (e.g., AlayaCare)
- Fluency in a second language reflective of the communities served by TNGCS is an asset

To apply, submit your resume with "TNG2026-41" in the subject line of your email to: careers@tngcs.org