

## PEER POSITION JOB POSTING

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

**Part-time positions available. Non-union.  
6-month Contracts, with possibility of extension.  
Hourly Rate of Pay: \$26.27**

**SUMMARY:** The Neighbourhood Group (TNG) works collaboratively with 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 for similar reasons. This program is offered at Toronto General Hospital and Toronto Western Hospital. 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, Emergency Department and Stabilization Site.

**ED Peer Support Workers work at multiple sites and work on weekends and holidays may be required.**

#### **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 otherwise.
- Help patients to navigate resources, harm reduction practices, and safer use strategies.
- De-escalate situations by listening and validating patients' concerns and helping to make them comfortable.
- Distribute socio-recreational items (i.e. water, snacks, hygiene items, games, writing material, etc.).
- Accompany patients on cigarette breaks; assist patients to access nicotine replacement from RN.
- 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. Work collaboratively with team members, other UHN members, and patients.
- Support UHN staff with intakes and discharge procedures 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
- Ensure service user confidentiality is maintained
- Follow COVID-19 and other safety protocols
- Other duties as assigned

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

- Lived/living experience of homelessness, accessing community drop-ins, shelters or harm reduction programs.
- Lived/living experience of substance use is a strong asset.
- Demonstrated knowledge of and support for harm reduction practices and client-centred approaches.
- Minimum 1-year volunteer or peer work within TNG programs.
- 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
- Ability to maintain strong professional and ethical boundaries
- Willingness to utilize knowledge of lived experience to connect with patients
- Responsible, reliable and punctual
- Ability to work collaboratively within a team environment
- 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
- Flexibility, resourcefulness, creativity, commitment & empathy will further support your success in this position.

**To apply, email your cover letter and resume with "UHN Emerge Peer Support Worker"  
in the subject line to [peer.applications@tngcs.org](mailto:peer.applications@tngcs.org) no later than April 2, 2026**