

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# TNG2026-52

POSITION TITLE: Team Lead, Community Mediation	
DEPARTMENT: Community Mediation Services	STATUS: Regular Full-time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATE: N/A
REPORT TO: Director of Legal Services	HOURLY RATE: \$32.92
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: Our Community Mediation Services is a free, confidential and voluntary community mediation service that supports individuals, groups and communities during conflict and provides a collaborative approach to conflict resolution. Our service provides volunteer mediators who facilitate discussions between parties, helping them to reach a mutually agreeable solution. The Team Lead will ensure the effective delivery of all aspects of planning, development, delivery, and evaluation of our free community mediation and restorative justice services. This includes providing mediation, coaching and other services through rosters of volunteer mediators and student case management interns to the residents of Toronto, and especially through referrals or diversion from other conflict resolution options. This position reports to the Director of Legal Services and is part of **CUPE Local 7797**.

MAJOR DUTIES:

- Intake, assessment, assignment and supervision of referred cases, including referrals from other Ontario Community Mediation Coalition services and other appropriate services and resources
- Recruit, coordinate and deliver training for a roster of new and existing volunteer mediators as required by the standards set by the Ontario Community Mediation Coalition to maintain sufficient representative rosters
- Recruit, train and provide day-to-day supervision and support to a regular group of student interns to do case management, intake, outreach and other events and projects
- Conduct community mediations as required to remain current in practice
- Support our Community Mediation Case Worker who assists in the delivery of the program; support the recruitment and training of the Case Worker as required
- Develop and implement plans for the continuous improvement, adaptation and development of community mediation services, in response to changing circumstances and clients, community and partner needs
- Develop and implement plans for program outreach including developing and maintaining referral sources, institutional and individual partnerships and contracts including the provincial courts, and other mechanisms to deliver cases to community mediation services
- Participate in service planning for the agency in relation to other departments, community and individual needs
- Participate in TNGCS house-wide program activities/meetings as appropriate and/or as assigned
- Cooperate with health and safety procedures and policies

REQUIREMENTS & QUALIFICATIONS:

- University degree in a relevant discipline and minimum two years recent experience in alternative dispute resolution or a related field, or combined equivalent of education and experience
- Demonstrated experience in community mediation, specifically transformative models
- Recent experience with intake, assessment and supervision of casework
- Experience supporting and coordinating teams, volunteers and student interns
- Excellent project coordination, administrative and information management skills
- Ability to achieve program goals/targets including planning ahead for contingencies and identifying solutions to problems to ensure best results
- Excellent leadership skills and strong ability to lead in a team using a solution-focused approach to challenges
- Persuasive verbal and written communication, and presentation skills
- Strong computer skills (Microsoft Office Suite, search engines, online communication methods)
- Ability and willingness to work a schedule that supports the interns, volunteer mediators and ongoing mediations which include evening and weekend work
- Work Location: 489 College Street with the ability to travel to various locations within Toronto

To apply, submit your resume with "TNG2026-52" 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. This posting is for an existing vacancy.