

*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# TNG2026-62**

<b>POSITION TITLE:</b> Personal Support Worker, Mobile Shelter Support Program (Lived Experience)	
<b>DEPARTMENT:</b> Urban Health and Homelessness Services	<b>STATUS:</b> Contract Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> ASAP until May 1, 2027 or until the return of the incumbent
<b>REPORT TO:</b> Supervisor, Mobile Shelter Support Program	<b>HOURLY RATE:</b> \$26.98
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** We are thrilled to extend an invitation for applications for the short-term (Contract) position of MSSP Lived Experience- PSW, to become part of our dynamic Mobile Shelter Support Program (MSSP) Team! Our MSS program offers a distinctive combination of mobile services, peer support, harm reduction, supportive case management, and personal support work to numerous shelters, respites, warming centers, and encampments throughout the Greater Toronto Area (GTA). As an MSSP Lived Experience- PSW, you will play a pivotal role in supporting personal care, activities of daily living, homemaking, escorts, walks and pet care. Leveraging your own personal experience with homelessness, mental health challenges, and substance use, you will serve as a guiding force, assisting, inspiring, and mentoring both clients and fellow team members on their journeys toward well-being. Utilizing a trauma-informed approach, you will empower individuals to navigate and access services, de-escalate challenging situations, share valuable resources and information, build trust and rapport, facilitate communication with clients and advocate on behalf of clients when necessary. The ideal candidate for this position will embody the philosophies of our department and peer program, adhering diligently to all policies, procedures, and requirements. Reporting directly to the MSSP Supervisors and Manager you will be an integral part of our team. Please be aware that the MSSP Lived Experience -PSW will work across various sites, including COVID isolation sites, shelters, respites, encampments, and warming centers. Flexibility to work on weekends, holidays, and overnight shifts is required. This position reports to the Supervisor, Mobile Shelter Support Program and is part of **CUPE Local 7797**.

**MAJOR DUTIES:**

- Provide personal support. Such services include but are not limited to: grooming, bathing, dressing, feeding, peri-care, dental care, etc.
- Provide assistance with activities of daily living (ADL's,) for example but not limited to: shopping with or without the client, meal planning and preparation, reminders of appointments, etc.
- Provide homemaking services, including but are not limited to: house cleaning, laundry, ironing, etc., and may include the care of household pets.
- Work with clients to achieve self-directed goals
- Work collaboratively and develop strong partnerships with co-workers, service providers and community partners
- Understand/facilitate the emergency plan and fire plan and respond professionally to all client/program emergencies. Attend mandatory trainings, health and safety and fire drills.
- Report any physical and/or emotional changes in a client, or any changes in service requirements to the Manager or Supervisor.
- Maintain up-to-date, accurate written/entered electronic data information, reports, and other correspondence as needed
- Engage and build respectful and professional relationships with co-workers and community partners
- Attend regular team meetings
- Other assigned tasks as required
- Keep up to date on gerontological issues and health care, and take relevant courses, (e.g. mental health, medication, C.P.R., WHMIS, Food Handling and First Aid), as directed.

**REQUIREMENTS & QUALIFICATIONS:**

- Personal Support Worker certificate or equivalent.
- Six months or more of related Experience working with marginalized communities such as homeless and under-housed people, street-involved youth, psychiatric consumers/survivors, sex trade workers, people who use drugs and seniors, who are frail or who have cognitive impairments (dementia, Alzheimer's).
- Lived/living experience of homelessness, substance use, accessing community drop-ins, shelters, or harm reduction programs
- Clear Vulnerable Sector Check.
- Competent in the use of Microsoft Office programs, email, and cell phones
- Understanding of all IPAC regulations, including pathways throughout the building, disinfecting requirements, donning and doffing PPE, etc.
- Certification in CPR, First Aid and Food Handling or willingness to be trained
- The ability to provide high quality, client focused service, delivered in a positive, professional, compassionate manner.
- Ability to maintain a calm, empathetic, and trauma-informed approach when supporting clients and coworkers throughout the shift, especially during or after crises
- Sensitivity to, and respect for the clients, their personal belongings and their living space.
- Familiarity with the safe use of household cleaning materials and equipment.
- Willingness to accept feedback and incorporate it into the work environment
- Demonstrated ability to work well with others in a team environment
- Ability to de-escalate conflicts
- Ability to maintain strong professional and ethical boundaries
- Familiarity with the public transit system
- Possess excellent interpersonal and communication (oral and written) skills
- Advanced problem-solving and organizational skills
- Ability to work independently and as part of a team
- Experience working with marginalized communities such as homeless and under-housed people, street-involved youth, psychiatric consumers/survivors, sex trade workers, and people who use drugs
- Willingness to share lived experience in a relevant and appropriate way, maintaining staff/client boundaries as necessary
- Crisis intervention skills are an asset.
- The physical strength, stamina and ability to undertake frequent light to moderate lifting, occasional heavy lifting, and frequent walking, bending, stretching and pulling.

**To apply, submit your resume with "TNG2026-62" in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**