

*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# TNG2023-147**

<b>POSITION TITLE:</b> Manager, Toronto Drop-In Network (TDIN)	
<b>DEPARTMENT:</b> Toronto Drop-In Network	<b>STATUS:</b> Regular Full-time, Non-Bargaining Unit
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATE:</b> n/a
<b>REPORT TO:</b> Vice President, Urban Health and Homelessness Services	<b>HOURLY RATE:</b> Commensurate with experience
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** The Manager TDIN reports directly to the Vice President of Urban Health and Homelessness Services (Vice President) and has a broad range of internal (e.g., governance, staffing etc.) and external (e.g., advocacy, managing key relationships etc.) duties and responsibilities. This is a hands-on role whereby the incumbent works closely with TDIN member agencies who are dedicated to building a socially-just Toronto which is safe, healthy, and inclusive. Member agencies range in size from small individual drop-in programs to larger drop-ins located in multi-service agencies. The Manager's role is to facilitate access to resources to the over 49-member agencies across Toronto and ensure access to needed supports that enable each drop-in to continue to focus on their joint mission and vision.

**MAJOR DUTIES:**

- Adhere to the values, purpose, and strategic priorities of the TDIN.
- Actively lead and oversee multiple committees including the steering committee and other standing committees.
- Work with a diverse group of stakeholders on the steering committee including management, front line workers and participants who oversee TDIN activities.
- Work with stakeholders on the Training committee and the Advocacy committee to oversee the implementation of recommendations.
- Oversee the distribution of funds to member agencies.
- Ensure updates related to TDIN are communicated to the Vice President and Director of UHHS on a regular basis and/or immediately when larger matters arise.
- Provide direct supervision and support to the TDIN staff team of 1.75 FTE.
- Assist in the preparation of the Annual General Meeting and Annual Conference.
- Oversee and report on the budget to the Vice President UHHS and other members of the steering committee.
- Oversee membership support coordination (e.g. website, delivery of e-Digest and drop-in meal lists).
- Oversee training and engagement coordination e.g., developing and delivering sector-specific training, developing tools and resources, and harm reduction initiatives.
- Ensure strategic partnerships are nurtured and maintained so they continue to support TDIN's training, development, and resource distribution amongst its members.
- Participate in theme-based Member's Forums including ongoing advocacy initiatives, campaigns, and special projects.
- Responsible for research preparation and submission of monthly, quarterly, and annual funding reports.
- Maintain current knowledge of government and political developments related to community services and supports.
- Seek opportunities to increase funding for the TDIN to serve more members and/or for members to directly access.
- Be visible, accessible, and responsive to the member agencies.
- Other duties as assigned.

**REQUIREMENTS & QUALIFICATIONS:**

- Bachelor's degree in health promotion, social work, health administration or other relevant discipline; or combination of an undergraduate degree with extensive, progressive relevant management experience.
- Minimum of 3 years management experience with progressive responsibility in a community health or social service setting; experience managing teams at multiple locations is an asset.
- Experience managing or leading drop-ins recommended.
- Experience working with steering committees and governance structures.
- Thorough knowledge of and experience applying health promotion principles and processes, including social determinants of health to community needs assessments, program development, implementation, and evaluation.
- Experience working with evidence-based interventions and harm reduction principles and strategies, with complex and

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

marginalized populations e.g., people who are homeless, street involved, sex workers, and/or people living with mental health and substance use challenges, LGBTQ2S.

- Demonstrated commitment to anti-racism and anti-oppression principles, and experience applying these with diverse staff teams and marginalized or vulnerable client groups.
- Strong commitment to and experience with appropriate community development, advocacy approaches and methods.
- Experience in government, policy and/or front-line work related to housing and homeless populations.
- Experience and demonstrated success in proposal writing, budget preparation and management.
- Knowledge and experience in effective management of crisis situations.
- Ability to collect and analyze data for decision making and quality improvement.
- Experience leading, motivating, coaching, supervising, and developing a high functioning team.
- Experience managing in a unionized environment is an asset.
- Strong supervisory skills, including the ability to mentor, coach and inspire staff, students, and volunteers.
- Strong interpersonal skills and the ability to act as a liaison between the agency and its clients, funders, and community partners.
- Excellent communication skills including verbal, written and presentation skills.
- Effectively manage conflicts and respect differing opinions.
- Strong problem-solving skills. Ability to identify gaps and solutions including creating partnerships between governments and agencies.
- Operate with a high level of integrity and able to handle confidential and sensitive information professionally and in an ethical manner with good judgement and political acuity.
- Attention to detail and ability to accurately translate and interpret data.
- Strong computing skills.

**To apply, submit your resume with “TNG2023-147” in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**