

*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# TNG2026-138**

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| <b>POSITION TITLE:</b> Case Manager, Rapid Engagement and Capacity Team (REACT)  |                                                  |
| <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 March 31, 2027 |
| <b>REPORT TO:</b> Supervisor, Kensington Market Overdose Prevention Site (KMOPS) | <b>HOURLY RATE:</b> \$32.92                      |
| <b>EXTERNAL CLOSING DATE:</b> Posted until filled                                |                                                  |

**GENERAL DESCRIPTION:** Toronto's shelter and homelessness system is experiencing increasing complexity related to stimulant use, including overdose, over-amping, psychosis, housing instability, and co-occurring mental health concerns. The Rapid Engagement and Capacity Team (REACT) is a mobile, peer-led team that combines frontline training, capacity building, and direct client support. Grounded in harm reduction, trauma-informed care, cultural safety, and lived/living experience, REACT equips frontline staff with practical skills to respond effectively and compassionately to stimulant use and complex needs. The team consists of 2.5 Peer Workers and 1 Case Manager. In addition to delivering training, consultation, coaching, and system capacity building, the case manager will provide direct, individualized support to a maximum of 10 clients with complex needs. The Case Manager will provide, service coordination, and connections to integrated healthcare. REACT also supports restorative justice and non-violent crisis intervention approaches, with a focus on strengthening relationships, reducing avoidable discharges, improving housing outcomes, repairing harm, and increasing community accountability. The position reports to the KMOPS Supervisor and is part of **CUPE 7797**. **The Case Manager will work across shelters, respite, hospitals, encampments, and warming centers, with flexibility to work evenings, weekends, and holidays as required.**

### MAJOR DUTIES:

- Collaborate with community partners to ensure seamless integration and coordination of services
- Conduct comprehensive intakes, needs assessments, and ongoing individualized case management for participants who use stimulants and are experiencing homelessness and complex needs.
- Develop and implement client-centered service plans focused on health access, and goal attainment.
- Facilitate access to primary care, psychiatric services, substance use treatment, housing resources, legal supports, income assistance, and other community-based services.
- Accompany participants to appointments and advocate on their behalf to reduce barriers to care and service access.
- Deliver 20 training and capacity-building sessions for shelter and hospital staff covering topics such as Understanding lived & living experience, Building empathy in practice, Active listening, Curiosity over judgment, Trauma-informed care, Stimulant-specific harm reduction, Overdose & over-amping recognition & response, De-escalation techniques
- Respond to crisis situations using trauma-informed, de-escalation, and harm reduction approaches.
- Maintain accurate, timely, and confidential case documentation in compliance with PHIPA, agency standards, and funder requirements.
- Collaborate effectively within a multidisciplinary team and contribute to continuous program development and system improvement initiatives.
- Build and maintain collaborative relationships with shelter providers, hospitals, law enforcement, and community service partners.
- Other duties as assigned

### REQUIREMENTS & QUALIFICATIONS:

- B.A./B.S.W. and 2+ years of human services experience (or an equivalent blend of education, lived experience, and/or training).
- Minimum of two (2) years of direct client support experience within homelessness, mental health, substance use, or trauma-informed service settings.
- Demonstrated commitment to harm reduction principles, trauma-informed care, anti-racism, and anti-oppressive practice frameworks.
- Training and/or lived experience related to mental health and substance use is considered an asset.
- Strong skills in assessment, crisis intervention, conflict resolution, de-escalation, and negotiation.
- Ability and willingness to travel across Toronto using public transit to attend appointments, outreach activities, and partner meetings.
- Proficiency in Microsoft Office applications, electronic case management systems; familiarity with TREAT

**To apply, submit your resume with "TNG2026-138" in the subject line of your email to: [careers@tngcs.org](mailto: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.