

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# TNG2026-89

POSITION TITLE: Cleaner- Lived Experience	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Contract Part-Time, CUPE 7797
# HRS / WEEK: 20	CONTRACT DATES: ASAP for 6 months
REPORT TO: Manager, Drop-In Services	HOURLY RATE: \$25.05
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: Are you a person with lived or lived experience with substance use and mental health who is passionate about being part of a team that supports vulnerable service users? If so, this part-time opportunity is for you! This position is responsible for hourly cleaning of all washrooms, laundry, and shower areas on the main floor and in the basement /Drop-In at 260 Augusta Ave. This role also performs deeper cleaning when required and other general cleaning duties (e.g. mopping, sweeping, garbage removal), as needed. This position works in a busy and sometimes chaotic space where interactions with marginalized community members experiencing homelessness, substance use, and mental health issues are common. The Part-Time Cleaner contributes to our positive and welcoming low-barrier space workplace by demonstrating a welcoming, courteous and respectful approach during all interaction with service users and team members

MAJOR DUTIES:

- Sweep, wash and disinfect all floors and surfaces in the washroom, laundry and shower areas every hour on the main floor and in the Drop-In at 260 Augusta Ave.
- Perform light cleaning duties in other common spaces on the main floor and in the Drop-In at 260 Augusta, as needed.
- Clean and maintain environment and replenish supplies in washrooms.
- Use cleaning equipment in line with TNG's standards.
- Attend to spills or human waste accidents as required
- Remove garbage as per protocol
- Assist with specific cleaning project as assigned.
- Follow all Health and Safety procedures including crisis response protocols
- Participates in drills as assigned.
- Immediately bring any health and safety concerns directly to the Manager, Drop-In Services.
- Participate in meeting as required and/or assigned.
- Attend trainings/drills relevant to the work.
- Adhere to all policies, procedures, of The Neighbourhood Group Community Services (TNGCS)
- Adhere to all requirements of TNG's Code of Conduct.
- Ensure confidentiality is maintained on all client, human resources and agency matters.
- Uphold all Health and Safety requirements and procedures, including IPAC and other Covid-related procedures
- Performs other duties as requires.

REQUIREMENTS & QUALIFICATIONS:

- Minimum of Grade 10 high school education and current or recent lived experience with substance use and/or homelessness
- Successful completion of at least one Peer Contract with the UHHS Department is considered an asset
- Demonstrated strong sense of professional boundaries
- Comfortable working in shared spaces with vulnerable service users with mental health and substance use issues
- Minimum 6 months related work experience
- Knowledge of Health & Safety standards, building code and fire regulations, etc.
- Knowledge of the proper use of cleaning equipment, cleaning chemicals
- Training, or willingness to be trained, in WHIMIS is mandatory
- Competence in housekeeping/maintenance responsibilities
- Ability to lift heavy objects and stand for long period of time; includes bending, squatting, turning
- Able to use radio, cell phone and web-based time cards system
- Ability to speak, read and write English comfortably.

To apply, submit your resume with "TNG2026-89" in the subject line of your email to: careers@tngcs.org