

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# TNG2026-96

POSITION TITLE: Eviction Prevention in the Community (EPIC) Worker	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: ASAP until January 31, 2027 or until the return of the incumbent
REPORT TO: EPIC Program Supervisor	HOURLY RATE: \$29.95
CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: Urban Health and Homelessness Services (UHHS) serves individuals who are low-income, socially isolated, homeless and hard to house. Our team provides resources, counseling and referrals that assist with long term solutions to individuals' housing, health and financial needs. We specialize in trauma informed mental health and harm reduction services.

The position provides mobile, rapid eviction prevention services to vulnerable households across greater Toronto as referred by the City's EPIC Intake and Assessment Team. The EPIC worker provides assessments, referrals, creates a client centered action plan and provides other supports as needed using a Housing First model. In consultation with the team, the EPIC worker will liaise with landlords, coordinate mediation and conflict resolution as appropriate and provide short-term housing stabilization supports. This position is part of the Urban Health and Homelessness Services Department and works to provide support to those who are at imminent risk of eviction. This position reports to the EPIC Program Supervisor and is part of **CUPE 7797**.

MAJOR DUTIES:

- Work with households requiring eviction prevention support to maintain housing through assessment, referral, mediation coordination, education and planning.
- Accept referrals from the City's Intake and Assessment Team to provide rapid eviction prevention support.
- Create client centred, individualized action plans with clear steps to intervene in a pending eviction.
- Provide a maximum of three months support to tenant and landlord following successful eviction prevention or re-housing.
- Act as a resource for the agency in the area of eviction prevention and participate in eviction prevention related meetings within the agency and other community organizations.
- Provide education on landlord and tenant rights and responsibilities, coordinate mediation services, provide referrals to legal services and financial resources.
- Provide information, referrals and client advocacy as required.
- Work with other team members to provide support for other UHHS programs while maintaining program protocols, preventing and appropriately handling crises, and in monitoring other common programmatic activities.
- Other duties as assigned.

REQUIREMENTS & QUALIFICATIONS:

- SSW, or relevant community college diploma or Bachelor's or Master's degree and 2 years recent experience in the area of housing placement in the Greater Toronto Area, or a combined equivalent of education and experience.
- Strong knowledge of needs, experiences and community services for the homeless population.
- Knowledge and understanding of the affordable and social housing sector, the Residential Tenancy Act, other relevant legislation and eviction prevention strategies.
- Knowledgeable and supportive of harm reduction and trauma informed approaches.
- Superior knowledge and skills in assessment, counseling and case management.
- Demonstrated abilities with MS Office, databases, search engines, and electronic communication.
- Strong professional written and verbal communication skills.
- Demonstrated dependability and attention to detail.
- Other languages an asset.

To apply, submit your resume with "TNG2026-96" 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, colour, 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.