

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# TNG2026-124

POSITION TITLE: Facilities Manager – 260 Augusta Ave	
DEPARTMENT: Urban Health and Homelessness	STATUS: Regular Full-Time
# HRS / WEEK: 35	CONTRACT DATES: n/a
REPORT TO: Director, Urban Health and Homelessness Services	SALARY RANGE: \$78,872 (\$43.34/hr.)
CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Facilities Manager is a member of the leadership team within Urban Health and Homelessness Services (UHHS) and is responsible for the safe, efficient, and compliant operation of TNG's 260 Augusta Ave. site. The position provides leadership and supervision to maintenance staff while overseeing building operations, preventive maintenance, contractor management, capital planning, budgeting, regulatory compliance, emergency preparedness, and continuous quality improvement. Working within a Housing First, trauma-informed, harm reduction, anti-racist, anti-oppressive, and participant-centred framework, the Facilities Manager collaborates with program staff, corporate services, contractors, and community partners to ensure safe, functional, and welcoming environments for participants, staff, volunteers, and visitors.

MAJOR DUTIES:

- Provide leadership, supervision, scheduling, coaching, training, performance management, and professional development for maintenance staff.
- Plan, implement, and monitor preventive maintenance programs, work orders, repairs, inspections, and facility improvement projects.
- Ensure buildings, grounds, mechanical systems, utilities, and fire/life safety systems are maintained in a safe, clean, functional, and compliant condition.
- Manage contractors, consultants, vendors, and service providers, including procurement, contract administration, project coordination, quality assurance, and performance monitoring.
- Develop and monitor maintenance operating budgets, capital plans, and expenditures in collaboration with departmental leadership.
- Conduct regular facility inspections; identify maintenance priorities, operational risks, and capital replacement requirements; and recommend corrective actions.
- Ensure compliance with applicable legislation, including the Occupational Health and Safety Act, Ontario Building Code, Ontario Fire Code, Residential Tenancies Act, Housing Services Act, AODA, WHMIS, and organizational policies
- Coordinate required inspections, testing, servicing, and maintenance of building, mechanical, electrical, HVAC, plumbing, fire protection, elevator, emergency power, emergency lighting, and other critical building systems.
- Respond to facility emergencies, participate in an after-hours on-call rotation, and coordinate timely corrective actions to maintain a safe environment.
- Maintain maintenance records, work order systems, inventories, compliance documentation, and prepare operational, financial, and regulatory reports
- Develop and implement facility policies, emergency procedures, sustainability initiatives, and quality improvement practices that support organizational objectives.
- Participate in leadership meetings, organizational committees, and perform other related duties as assigned.

REQUIREMENTS & QUALIFICATIONS:

- Post-secondary education in Facilities Management, Building Operations, Engineering Technology, Property Management, Construction Management, or a related discipline, or an equivalent combination of education and experience.
- Minimum five (5) years of progressive facilities management experience
- Supervision of unionized maintenance staff an asset
- Demonstrated experience managing maintenance operations, preventive maintenance programs, contractors, operating budgets, capital projects, and regulatory compliance.
- Strong knowledge of building operations, HVAC, plumbing, electrical, fire/life safety systems, and computerized maintenance management systems (CMMS).
- Thorough knowledge of applicable Ontario legislation related to facilities management, occupational health and safety, building and fire codes, accessibility, housing, and WHMIS.
- Demonstrated leadership, organizational, communication, conflict resolution, project management, and problem-solving skills.
- Commitment to Housing First, trauma-informed, harm reduction, anti-racist, anti-oppressive, and participant-centred practices.

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.

- Experience working collaboratively with multidisciplinary teams, contractors, municipal partners, and community agencies.
- Proficiency with Microsoft Office and computerized maintenance/work order management systems.
- Valid Ontario Class G Driver's Licence and ability to travel between TNG locations.
- Ability to participate in an after-hours on-call rotation

WORKING CONDITIONS:

- Work is performed in office, residential, mechanical, and outdoor environments.
- Regularly manages competing priorities, interruptions, and emergency situations requiring sound judgment and timely decision-making.
- Frequent interaction with participants experiencing homelessness, mental health challenges, substance use, and other complex needs.
- Occasional evening, weekend, and after-hours work is required to support operational and emergency response needs.

To apply, submit your resume with "TNG2026-124" in the subject line of your email to: careers@tngcs.org