

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# TNG2026-93

POSITION TITLE: Mobile Shelter Support Program Shift Lead	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: ASAP until December 30, 2026 or until the return of the incumbent
REPORT TO: Manager, Mobile Community Health Services	HOURLY RATE: \$32.92
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: As an MSSP Shift Lead, you will play a pivotal role in coordinating day-to-day shift activities and operations. Leveraging your own personal experience with homelessness, mental health challenges, and substance use, you will serve as a guiding force, assisting, inspiring, and mentoring both clients and fellow team members on their journeys toward well-being. Utilizing a trauma-informed approach, you will empower individuals to navigate and access services, de-escalate challenging situations, share valuable resources and information, build trust and rapport, facilitate communication with clients, offer social and recreational support, organize and lead client-focused programs as needed, and advocate on behalf of clients when necessary. The MSSP Shift Lead will also accompany clients to appointments. Furthermore, the MSSP Shift Lead will undertake responsibilities such as welcoming and training new team members and collaborating with other teams, including the Supervisor(s), MSSP and the Manager of Mobile Community Health Services. Effective communication between TNG and site operators is crucial to ensure that the needs of our clients are met efficiently. Additionally, you will actively contribute to overdose prevention and response, safety planning, and the enhancement of harm reduction practices through various strategies and advocacy efforts. The ideal candidate for this position will embody the philosophies of our Agency and Peer Program, adhering diligently to all policies, procedures, and requirements. Reporting directly to the Manager, Mobile Community Health Services you will be an integral part of our team. Please be aware that the MSSP Shift Lead will work across various sites, including COVID isolation sites, shelters, respite, encampments, and all warming centers. Flexibility to work on weekends, holidays, and overnight shifts is required.

MAJOR DUTIES:

- Assign Peer positions and task rotation at the start of each shift, ensuring the smooth transition of these positions throughout the shift
- Welcoming new hires (post-orientation) for their first shift and orienting them to the space and the tasks of the peer team
- Attending case conferences/client support huddles with other team leads and site operators if/when needed
- Troubleshoot challenges as they arise throughout the shift with the support of the MSSP Supervisor, and/or the program Manager
- Ensure IPAC measures are adhered to by Peers on shift
- Ensuring peer team policies/procedures are adhered to, and seeking additional support from the MSSP Supervisor to do so, as needed
- Provide harm reduction education, supplies, and support to clients
- Design and deliver harm reduction education and best practices to operators and service providers, in collaboration with the site operator, Peers and affiliated agencies in alignment with site needs.
- Work closely with partners, participants, harm reduction workers, and the community to identify current and emerging care and support needs, service gaps, and necessary enhancements for clients to access treatment and health care support
- Maintain up-to-date, accurate written/entered electronic data information, reports, and other correspondence as needed
- Engage and build respectful and professional relationships with co-workers and community partners
- Empower clients to advocate on their behalf and support advocacy efforts when needed
- Create, collaborate and maintain schedules for staff and programing needs
- Ensure daily documentation is completed before end of shift and collaborate and contribute to monthly and quarterly data reports
- Respond to overdose prevention and provide aftercare support to clients
- Develop, implement, and execute social recreation activities and outings for clients. Conduct Client accompaniments as required
- Document all client interactions by TNG's policies, procedures, and protocols
- Support peer teams in preventing and responding to conflict, crises, and facilitating debriefs
- Other duties as assigned

REQUIREMENTS & QUALIFICATIONS:

- Completion of post-secondary education in a relevant discipline and/or equivalent related experience
- Demonstrated experience with, and commitment to, harm reduction principles and practice
- Demonstrated leadership skills and experience working on a multidisciplinary team
- Recent, extensive experience working with marginalized populations including homeless adults, people who use substances, and people who identify as living with mental health issues
- Proven knowledge in the areas of substance use, mental health, peer support, harm reduction, overdose prevention and response, and homelessness
- Excellent communication, initiative, judgment, and problem-solving skills. Demonstrated organizational and time management skills
- Crisis prevention training and/or certification and experience in crisis prevention and de-escalation or willingness to learn
- Experience in program development, implementation, and evaluation is an asset
- Strong written and verbal communication skills
- Proficient and confident in basic skills in office computing including Microsoft Word and Excel
- Ability to work in dynamic, community-based settings with marginalized populations

To apply, submit your resume with "TNG2026-93" in the subject line of your email to: careers@tngcs.org