

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# TNG2026-135

POSITION TITLE: Supervisor, Independent Living Case Management	
DEPARTMENT: Independent Living	STATUS: Contract One Year Full-Time, Non-Bargaining Unit
# HRS / WEEK: 35	CONTRACT DATES: October 1, 2026 – October 1, 2027
REPORT TO: Director, Community Seniors' Services	SALARY RANGE: \$71,132.10 (\$39.08/hr.)
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Supervisor, IL Case Management and Seniors Active Living Centre's (SALC) East is responsible for executing strategies and workplans for The Neighbourhood Group Community Services (TNGCS) community programs and services across the City of Toronto. Over 80% of clients speak a primary language other than English, are often frail, and/or marginalized. The incumbent reports to the Director, Independent Living and helps them ensure that programs meet relevant industry standards, Funder requirements and TNGCS's mission. The position oversees 2 Seniors Active Living Centre's (SALC), and the IL Client Intervention and Assistance Program.

Lastly, the Supervisor works with other departments at TNGCS to support the integration of services to clients including those receiving supportive housing, Toronto Community Housing Corporation (TCHC) Housing and Toronto Senior Housing (TSH), and congregate dining (SALC's) to promote programs and services to TNGCS clients who could benefit from these additional programs and services. The incumbent will also meet with external partners to promote programs and services.

MAJOR DUTIES:

- Develop partnerships to build successful relationships to promote the programs and services in the community and within TNGCS.
- Provide direction, advise, coach, and motivate both unionized and non-unionized staff, in the delivery of programs and services. Create a positive work environment. Ensure the completion of performance reviews for staff.
- Provide leadership in the promotion of a safe and healthy workplace.
- Agency representative for East Toronto Health Partners (ETHP) within TNGCS's catchment area. Shares this duty with the Director
- Handles external vendors who provide services to clients e.g., Extreme Clean.
- Attend monthly program and services meetings.
- Handle confidential client and staff information in accordance with relevant privacy legislation. Privacy breaches are reported to the VP of IL
- Attend meetings with the Director to identify and execute quality improvement initiatives.
- Support change management activities with the Director.
- Ensure staff are trained on the relevant databases used by each program and service area.
- Ensure programs and services operate in accordance with current regulatory guidelines, TNGCS policies and procedures, and funder contracts. Ensure regular updates are provided to the Acting Director.
- Ensure programs have a plan for the availability of qualified staff and volunteers.
- Collect cash from SALC East staff to deposit and bank
- Oversee programs at SALC East sites and report back to the Director
- Implement plans for current/new programs and services. Ensure quality of service and program delivery to clients/families/caregivers.
- Assist the Director in the development of funding proposals.
- Collect and evaluate client and external environment information to support decision making for the Acting Director and staff.
- Identify, investigate, and resolve complaints and manage the most complex and sensitive client and staff issues. Keep the Director informed of developments.
- Lead the implementation of CHA Assessments and monitor AlayaCare use of IL Case Managers and report back to Director.
- Take responsibility as the on-call manager, after hours and on weekends, on a rotational basis.
- Other duties, as required.

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.

REQUIREMENTS & QUALIFICATIONS:

- Degree in Social Work, Social Sciences, Gerontology or a related discipline, or equivalent education and experience.
- Minimum 5 years of recent experience leading community-based programs and services for seniors
- Nursing degree an asset.
- Progressively responsible work history including all aspects of supervision of staff including coaching, mentoring, performance management, training, on boarding and health/safety. Experience managing in a unionized workplace is preferred.
- Extensive knowledge and expertise around local systems, services, and resources relevant to low income, marginalized, at risk seniors including ageism, racism, sexism, LGBTQ+, mental health and addictions experience, etc.
- Familiarity and experience with budgeting, including monitoring expenses and liabilities.
- Demonstrated ability to establish effective collaborative relationships within and outside the organization.
- Ability to handle several projects at the same time. Must be organized.
- Excellent communication skills including listening, writing, speaking, and presenting.
- Strong collaborative leadership skills to effectively delegate duties and to supervise staff.
- Strong decision-maker who uses sound judgement. Conflict resolution skills.
- Strong computer literacy skills (MS Office, Internet, databases, etc.).
- Satisfactory Vulnerable Sector Check
- Fluency in second language reflective of communities served by TNGCS an asset.

To apply, submit your resume with “TNG2026-135” in the subject line of your email to: careers@tngcs.org