TNG Community Services
CENTRAL NEIGHBOURHOOD HOUSE
NEIGHBOURHOOD LINK
ST. STEPHEN'S COMMUNITY HOUSE

GREATER TORONTO'S TOP 2024 EMPLOYERS

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PEER POSITION JOB POSTING

The Next Chapter- Peer Support Worker

2 Full-Time positions available. Non-union.
6-month Contract, with possibility of extension.
Hourly Rate of Pay: $26.27

SUMMARY: The Neighbourhood Group (TNG) works collaboratively with the Centre for Addiction and Mental Health (CAMH) to provide intensive rapid discharge support for people who have recently been hospitalized with substance use issues, including stimulant use. In **The Next Chapter** clients receive cognitive behavioural therapy, counselling, referrals, problem-solving, mental health support, medication management, psychoeducation and peer support.

The Next Chapter Peer Support Workers contribute their lived experience to the multi-disciplinary care teams. They assist with building rapport, acquiring healthy communication skills, assisting clients to navigate services and assist with de-escalating conflicts. One main focus of work is on establishing care plans and advocating with clients. This position will be under the direction of the Supervisor, Crystal Meth Project.

MAJOR DUTIES:

- Build rapport; demonstrate authentic listening and communication of one's personal experiences for the benefit of the clients, relating to issues of homelessness, substance use, physical and mental health challenges; assist to build support networks/relationships, and manage struggles in meeting basic needs.
- Actively listen to clients as they express their emotions regarding their experience in and outside the hospital.
- Help clients to navigate resources, including harm reduction practices, and safer use strategies.
- De-escalate situations by listening and validating clients' concerns and helping to make them comfortable.
- Support clients to identify priorities while working collaboratively to find solutions, set goals and objectives.
- Promote and facilitate education and awareness of peer support and person-directed care.
- Engage and build respectful and professional relationships with all team members and community partners.
- Support CAMH staff with assessment, intakes and discharge procedures as needed.
- Attend regular team meetings scheduled by TNG and meetings of The Next Chapter team.
- Empower clients to advocate on their own behalf and support advocacy efforts with clinical services.
- Provide input and feedback on the development of manuals, evaluation tools and processes, procedures and policies of The Next Chapter.
- Maintain complete and accurate documentation using computer applications as required.
- Ensure service user confidentiality is maintained.
- Follow COVID-19 and other IPAC and safety protocols.
- Other duties as assigned.

REQUIREMENTS & QUALIFICATIONS:

- Lived/living experience of substance use challenges. Previous hospitalization for substance use, specifically stimulants, or mental health challenges considered an asset.
- Demonstrated knowledge of/support for harm reduction practices, client-centred approaches; understanding of the continuum and pillars.
- Minimum 6 months experience working within community & social services programs.
- Prior experience in peer advisory, writing, policy review or program development considered an asset.
- Ability to de-escalate conflicts.
- Ability to maintain strong professional and ethical boundaries.
- Willingness to utilize knowledge of lived experience to connect with clients.
- Responsible, reliable and punctual.
- Ability to work collaboratively within a team environment.
- Willingness to accept feedback and incorporate it into their work.
- Strong interpersonal and communication skills (oral and written); open, non-judgmental and willing to learn.
- Demonstrates respect towards diverse communities and individuals.
- Must possess comfort and sensitivity working with individuals with severe mental health/substance use issues.
- Literacy in basic computing applications; Ability to maintain complete and accurate documentation using computer applications.
- Proficiency in one or more languages other than English and First Aid/CPR certification considered assets.
- Flexibility, resourcefulness, creativity, commitment & empathy will further support your success in this position.

To apply, email your cover letter and resume with "The Next Chapter Peer Support Worker" in the subject line to peer.applications@tngcs.org no later than Monday Oct. 12, 2026

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