

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# TNG2026-168

POSITION TITLE: Team Lead, SafeSpot	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: ASAP until December 31, 2026 or the return of the incumbent
REPORT TO: Manager, Community Peer Harm Reduction Programs	HOURLY RATE: \$32.92
EXTERNAL POSTING DATE: posted until filled	

GENERAL DESCRIPTION: SafeSpot provides overdose prevention services to shelter residents who use substances, including overdose prevention education and planning, overdose response, distribution of harm reduction supplies, and training for residents, shelter staff, and security personnel. The Team Lead, SafeSpot provides on-site leadership to peer teams, working collaboratively with the Program Manager, shelter operators, and community partners to implement and strengthen peer-driven overdose prevention initiatives across shelter sites. This role supports the recruitment, training, scheduling, and ongoing development of peer workers, ensuring high-quality, trauma-informed, and responsive service delivery. The Team Lead upholds the values and philosophies of the agency and peer program and ensures adherence to all policies and procedures. This position reports to the Manager, Community Peer Harm Reduction Programs and is part of CUPE Local 7797. **Please note: This role requires work across multiple sites. Evening, weekend, and occasional statutory holiday shifts are required. This role operates in high-acuity environments and involves supporting individuals experiencing homelessness, substance use, and mental health challenges. The ability to respond to overdose situations and other crises in a calm, trauma-informed manner is essential.**

MAJOR DUTIES:

- Provide leadership and supervision to peer staff using a non-judgmental, inclusive, and trauma-informed approach
- Engage with peer staff and residents to provide guidance related to harm reduction and substance use supports
- Support peer workers in maintaining meaningful and supported employment opportunities
- Collaborate with the Program Manager to develop, implement, and maintain administrative and evaluation tools
- Support coordination of financial processes (e.g., honoraria, petty cash) and report to the Manager as require
- Participate in project coordination and community partner meetings as directed
- Build and maintain positive relationships with community and system partners
- Maintain accurate records, including attendance, statistical reporting, and required documentation
- Support peer teams in preventing and responding to conflict, crises, and facilitating debriefs
- Ensure timely and accurate completion of program data and reporting
- 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
- Working knowledge of Excel is an asset
- Ability to work in dynamic, community-based settings with marginalized populations

To apply, submit your resume with "TNG2026-168" 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, 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 job is for an existing vacancy.