

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# TNG2026-175

POSITION TITLE: Case Manager, Enhanced Follow-Up Supports	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: n/a
REPORT TO: Supervisor, Enhanced Follow-Up Supports	HOURLY RATE: \$32.92
POSTING DATE: posted until filled	

GENERAL DESCRIPTION: The Case Manager, Enhanced Follow-up Support Services is part of Urban Health and Homelessness Services (UHHS) and is responsible for providing specialized enhanced follow-up supports to adults and seniors exiting homelessness. Working from a trauma informed, client centered, harm reduction approach, case managers provide one-to-one supports, home visits and telephone contact to assist participants in identifying and achieving self determined goals. Working closely with participants and external service providers, the case manager liaises with and coordinates access to services that assist with housing stabilization and community integration. This position reports to Supervisor, Enhanced Follow-Up Supports and is part of **CUPE Local 7797**.

MAJOR DUTIES:

- Responsible for completing detailed assessments, coordination of supports, referrals and advocacy on health issues, substance use, mental health, financial, employment, housing, legal and social support
- Maintain ongoing support in the community, including home visits, office visits, accompaniments to appointments
- Responsible for maintaining accurate and appropriate documentation. Reporting relevant statistics and draft reports as needed
- Advocate for participants, provides crisis intervention and conflict mediation supports
- Provide support to high need complex clients with physical, mental health and/or substance use issues, and/or cognitive challenges
- Work from Harm Reduction, Trauma Informed, Client Centered, Housing First and Eviction Prevention frameworks that support participant's well-being, quality of life and community connections
- Support with coordination of applications for income support, negotiate and/or mediate with landlords, landlord/tenant legal services, etc.
- Available for on-call duties as required
- Maintain client confidentiality, follow emergency procedures and protocols and adhere to TNG policies and procedures
- Performs other related tasks and duties as required

REQUIREMENTS & QUALIFICATIONS

- BA/B.S.W plus 2 years of experience in human services, preferably as a case manager or a combined equivalent of education, lived experience and/or significant related training.
- Minimum 2 years of direct client services working with individuals living with mental health, substance use issues, histories of trauma and homelessness
- Experiences in completing assessments, developing case plans and providing referrals for adults and seniors from diverse ethno-racial communities and with complex needs
- Demonstrate knowledge and skills in crisis intervention and prevention, conflict resolution and negotiation skills
- Experience, alignment and commitment to harm reduction principles and practices
- Commitment to anti-racism and anti-oppressive practices
- Formal training in substance use and mental health is an asset
- Strong commitment and familiar with trauma informed practices
- Superior interpersonal, organizational, and written/verbal communication skills and demonstrates sound judgement in decision-making
- Ability to work effectively independently and collaboratively in community to deliver best services and results that support client goals and housing stability
- Ability and willingness to travel and visit clients in locations across Toronto
- Preparedness to experience occasional exposure to unsanitary conditions and contagious disease, second hand smoke and pets
- Understanding of relevant legislations that impacts clients and their housing (the Residential Tenancy Act, PHIPA, Human Rights Code and other relevant legislation)

To apply, submit your resume with "TNG2026-175" 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, 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.