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

GREATER TORONTO'S TOP 2026 EMPLOYERS

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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# TNG2026-177

POSITION TITLE: Privacy Trainer and Compliance Officer	
DEPARTMENT: Human Resources	**STATUS**: Temporary Full-Time, Non-Bargaining Unit
# HRS / WEEK: 35	**CONTRACT DATES**: ASAP for 1 year
REPORT TO: Manager, HR Recruitment & Training	**ANNUAL SALARY:** $71,132.00 / ($39.08/hr.)
EXTERNAL POSTING DATE: posted until filled	

GENERAL DESCRIPTION

Under the supervision of the Manager, HR Recruitment & Training and in close collaboration with the Vice President of Independent Living & Privacy Officer, the Privacy Trainer and Compliance Officer is responsible for supporting the development, implementation, monitoring, and continuous improvement of TNGCS's privacy program. The position supports organizational compliance with applicable privacy legislation, contractual obligations, collective agreements, and internal policies and procedures to ensure the confidentiality, security, and appropriate management of personal and personal health information.

The position develops and delivers privacy education and training, provides guidance to staff and managers, supports privacy incident management, and promotes a culture of privacy awareness, accountability, and continuous improvement across TNGCS programs and services.

MAJOR DUTIES

- **Privacy Program and Policy Development:** Support the development, review, implementation, and updating of privacy policies, procedures, guidelines, and practices to align with applicable legislation and organizational requirements.
- **Education and Training:** Design, facilitate, and coordinate privacy orientation, mandatory training, and ongoing refresher sessions for staff, students, and volunteers. Develop practical training materials and resources to strengthen understanding of privacy obligations and best practices (approximately 80% of the duties)
- **Privacy Compliance and Risk Management:** Support compliance with applicable legislation, including the Personal Health Information Protection Act (PHIPA), the Personal Information Protection and Electronic Documents Act (PIPEDA) where applicable, and relevant funder and contractual requirements. Identify privacy risks and recommend strategies to strengthen safeguards.
- **Privacy Incidents and Complaints:** Assist with receiving, documenting, assessing, and investigating suspected privacy breaches and complaints. Support incident reporting, corrective action planning, follow-up, and escalation to the Privacy Officer and organizational leadership as appropriate.
- **Consultation and Staff Support:** Provide guidance to managers and staff on confidentiality, consent, information collection and sharing, access to records, records retention, secure disposal, and the appropriate handling of personal and personal health information.
- **Monitoring and Reporting:** Maintain privacy training records, completion statistics, incident documentation, and other program records. Analyze trends, identify training needs, and prepare reports and recommendations for the Privacy Officer and other organizational leaders as required.
- **Collaboration and Continuous Improvement:** Work collaboratively with program leadership, Human Resources, Information Technology, and other departments to strengthen privacy practices, address identified gaps, and integrate privacy requirements into daily operations and service delivery.
- **Administrative Coordination:** Maintain current training materials and online resources, coordinate training schedules and external presenters as needed, and monitor relevant legislative and regulatory developments to inform updates to policies and educational resources.

REQUIREMENTS AND QUALIFICATIONS

- A degree or diploma in privacy, health administration, health information management, human resources, education, business administration, law, or a related field.
- Relevant experience in privacy, compliance, policy development, training and development, or health and social services.
- Knowledge of applicable privacy legislation, including PHIPA and PIPEDA where applicable, and an understanding of confidentiality, consent, information sharing, and records management.
- Demonstrated experience developing and facilitating training sessions, workshops, or staff education initiatives.
- Ability to interpret policies and legislative requirements and translate them into practical guidance for staff and managers.

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.

- Strong communication, facilitation, interpersonal, analytical, and report-writing skills.
- Demonstrated discretion, sound judgment, and the ability to manage confidential and sensitive information.
- Strong organizational and problem-solving skills, with the ability to manage competing priorities and work collaboratively across departments.
- Ability to travel between GTA locations as required.
- Proficiency in Microsoft 365 applications, including Teams, Word, Excel, and PowerPoint.
- Experience in a nonprofit, community health, home care, supportive housing, or social services environment is an asset.
- A privacy-related professional certification, such as CIPP/C or CIPM, is an asset.

To apply, submit your resume with "TNG2026-177" in the subject line of your email to: careers@tngcs.org

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