

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# TNG2026-178

POSITION TITLE: Team Lead, SafeSpot 2- St. Clare's Housing	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: n/a
REPORT TO: Manager, Community Peer Harm Reduction Programs	HOURLY RATE: \$32.92
EXTERNAL POSTING DATE: posted until filled	

GENERAL DESCRIPTION: We are excited to expand the SafeSpot team into supportive housing through a new partnership with St. Clare's Housing. The SafeSpot 2.0 Team Lead will play a key role in establishing and supporting this new peer-led harm reduction initiative at 35 Bellevue Avenue Supportive Housing. Working alongside St. Clare's Housing, community partners and SafeSpot leadership, the Team Lead will provide leadership to peer worker staff and support the delivery of trauma-informed, stigma-free and person-centred harm reduction services. The role will focus on overdose prevention and response, peer-driven outreach, safety planning, staff and resident education, and strengthening connections between residents and community resources. The successful candidate will bring strong frontline and leadership experience, a commitment to harm reduction and equity, and a deep understanding of the experiences of people who use substances and people experiencing homelessness. 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 SafeSpot, Supervisor and is part of CUPE Local 7797. **Please note: This role requires work on evenings, weekends, and occasional statutory holidays. 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 support for peers enrolled in the project.
- Develop, implement, and maintain administrative and evaluation tools in collaboration with the Program Supervisor.
- Participate in project coordination and community support meetings with project partners and UHHS staff.
- Build and maintain positive relationships with community partners.
- Maintain accurate records and complete reporting required by funders and supervisors, including attendance records and statistical reports alongside the program supervisor.
- Work evenings, weekends, and statutory holidays as required.
- Assign peer positions and task rotation at the start of each shift.
- Welcome new peer hires and orient them to the space and peer team tasks.
- Attend case conferences/client support huddles with other team leads/site operators/housing providers as needed.
- Troubleshoot challenges throughout the shift with support from the SafeSpot 2 Supervisor and Manager.
- Ensure adherence to IPAC measures and all TNG and team policies/procedures.
- Provide harm reduction education, supplies, and support to clients and staff across multiple shelter and housing sites.
- Design and deliver harm reduction education and share best practices with housing service providers in collaboration with the SafeSpot 2 team.
- Work closely with partners and the community to identify care needs, service gaps, and necessary enhancements.
- Maintain up-to-date, accurate written and electronic data, reports, and correspondence.
- Engage and build respectful and professional relationships with peers, co-workers and community partners.
- Empower clients to advocate for themselves and support advocacy efforts as needed.
- Assist clients in accessing community-based resources.
- Provide resources and information to support safer substance use.
- Respond to overdose incidents and provide aftercare support to clients.
- Document all client interactions in accordance with TNG's policies, procedures, and protocols.
- Attend regular team meetings and training sessions.
- Other Duties as assigned.

REQUIREMENTS & QUALIFICATIONS:

- Completion of post-secondary education in a relevant discipline and/or equivalent related experience
- Lived/living personal experience of substance use, mental health, and/or homelessness is an asset
- 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
- Ability to work evenings and some weekends or statutory holidays is required

To apply, submit your resume with "TNG2026-178" 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.