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

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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# TNG2026-180

POSITION TITLE: REACT Team Lead (Rapid Emergency Action & Community Training)	
DEPARTMENT: Urban Health & Homelessness	**STATUS:** Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	**CONTRACT DATES:** ASAP until March 31, 2027
REPORT TO: Supervisor, SUAG and MSPP	**HOURLY RATE:** $32.92
EXTERNAL POSTING DATE: posted until filled	

GENERAL DESCRIPTION: The REACT (Rapid Emergency Action & Community Training) Team Lead is responsible for coordinating program activities, supporting Peer Support Workers, and facilitating peer-driven training and capacity-building initiatives for shelter and supportive housing staff. Working collaboratively with the MSSP and SUAG Supervisors, shelter operators, housing providers, and community agencies, the Team Lead helps strengthen frontline knowledge, confidence, and practices related to substance use, stimulant-related harms, overdose prevention and response, and trauma-informed care. In addition to coordinating and delivering training, the Team Lead supports direct service delivery across shelter and community settings. Responsibilities include coordinating client care, providing harm reduction support, responding to overdoses, conducting client accompaniments, facilitating soft referrals, and collaborating with the MSSP team to support continuity of care. The Team Lead also contributes to program development, partner engagement, documentation, reporting, and evaluation to ensure the effective delivery of REACT services and the achievement of program objectives. The ideal candidate has frontline experience, strong leadership and communication skills, and a demonstrated understanding of the systemic barriers faced by people who use substances and individuals experiencing homelessness. A strong commitment to harm reduction, equity, inclusion, peer involvement, and stigma-free care is essential. **The REACT Team Lead will work across various sites, including shelters, supportive housing, respites, encampments, and warming centres. Flexibility to work evenings, weekends, holidays, and extended hours is required.**

MAJOR DUTIES:

- Provide guidance and support to Peer Support Workers.
- Coordinate daily activities and assign tasks as required.
- Support the orientation and ongoing development of team members.
- Help address operational challenges in collaboration with program leadership.
- Participate in team meetings, supervision, and training.
- Develop and deliver peer-led training for shelter and supportive housing staff.
- Provide education on harm reduction, crystal methamphetamine use, overdose prevention/response, and safer substance use.
- Promote trauma-informed, stigma-free approaches, active listening, empathy, and de-escalation
- Share resources and practical strategies to strengthen frontline responses.
- Provide harm reduction education, supplies, and support across program sites.
- Respond to overdoses in accordance with training and established protocols.
- Support clients through accompaniments, referrals, and connections to health, housing, and community services.
- Work with the MSSP team and other service providers to coordinate client care.
- Support client self-advocacy and document interactions in accordance with TNG policies.
- Build and maintain positive relationships with shelters, supportive housing providers, and community agencies.
- Participate in partner meetings and collaborate to identify service gaps and emerging needs.
- Support coordinated service delivery and identify opportunities to strengthen harm reduction practices.
- Maintain accurate client records, training attendance, and program statistics.
- Complete reports required by funders and supervisors.
- Support program evaluation and continuous improvement.
- Follow TNG policies, procedures, confidentiality requirements, and infection prevention and control measures.
- Perform other related duties as assigned.

REQUIREMENTS & QUALIFICATIONS:

- Demonstrated experience and commitment to harm reduction principles and practices.
- Proven leadership skills and experience working on a multidisciplinary team.
- Extensive experience working with marginalized populations, including homeless individuals, people who use substances, and those with mental health challenges.
- Lived/living personal experience of substance use, mental health, and/or homelessness is an asset
- Strong knowledge of substance use, mental health, peer support, harm reduction, overdose prevention, and homelessness.
- Excellent communication, initiative, judgment, and problem-solving skills.
- Strong organizational and time management abilities
- Crisis prevention training and experience in de-escalation techniques.
- Proficiency in Microsoft Word and Excel is preferred.
- Ability to work effectively in dynamic, community-based settings with marginalized populations.
- Understanding of all IPAC regulations, including disinfecting requirements and PPE usage.
- Ability to maintain a calm, empathetic, and trauma-informed approach when supporting peers.
- Willingness to accept feedback and incorporate it into the work environment.

- Knowledge of community resources in Toronto to support individuals who use drugs. Familiarity with the public transit system.
- Possess excellent interpersonal and communication skills.
- Crisis intervention skills and First Aid/CPR certification are assets.

To apply, submit your resume with "TNG2026-180 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.