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# TNG2026-184

POSITION TITLE: TCAT Case Manager	
DEPARTMENT: Urban Health and Homelessness Services	**STATUS**: Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	**CONTRACT DATES**: ASAP until January 31, 2027 or until the return of the incumbent
REPORT TO: Manager, TCAT Case Management	**HOURLY RATE:** $32.92
EXTERNAL CLOSING DATE: posted until filled	

GENERAL DESCRIPTION: As a member of the UHHS department, this position provides direct case management supports to adults on a complete range of complex issues, including health, financial, housing, legal and life skills issues. Working from a harm reduction, trauma informed perspective, case managers provide extensive direct one-to-one support, home visit and telephone contact to assist participants in identifying and achieving self-determined goals. Working closely with the client and external service providers involved, the Case Manager liaises with and coordinates access to services including substance use and mental health supports, landlords, health care providers, legal institutions, income supports, housing providers and other community services. As a member of the UHHS department, this position will provide support in the Corner drop-in as well, working closely with the integrated team.

MAJOR DUTIES:

- Conduct intake and assessment interviews with participants.
- Complete detailed assessment, coordination of supports, referrals and advocacy on health issues, substance use, mental health, financial, employment, housing, legal and social supports.
- Work with participants to identify and achieve self-directed goals
- Maintain ongoing support in the community, including home visits, office visits, accompaniments to appointments, and meetings in institutional settings.
- Monitor property issues (rent payment, health and safety, housing standards) and liaise with landlords as required
- Work collaboratively and develop strong partnerships with external service providers, such as withdrawal management services, hospitals, law enforcement agencies, and housing providers
- Connect clients with supports in the community based on their needs which will help them achieve and maintain stability, including support groups, life skills groups and social events.
- Organize group programming that promotes well-being and recovery
- Support client engagement initiatives within the agency including the volunteer program and peer development initiative
- Intervene and deescalate crisis situation
- Engage in the active team case management and clinical consultation meetings
- Able to work rotational evening and weekend shifts as scheduled
- Support with rotational drop-in shift's on Sundays, and on an as needed basis when providing back-up coverage
- Maintain accurate case management records and complete reporting required by funders and supervisor, adhering to PHIPA and TNG-SSCH policies.
- All other 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' direct client experience working with individuals living with mental health, substance use issues, histories of trauma and homelessness
- Experience, alignment and commitment to harm reduction principles and practice
- Commitment to anti-racism and anti-oppressive practices
- Formal training in substance use and mental health is an asset
- Strong familiarity and commitment to trauma informed care
- Physically able to travel consistently throughout the city on transit
- Recent demonstrated knowledge and skills in assessment, crisis intervention and prevention, conflict resolution and negotiation skills
- Proficient with MS Office, and web-based data entry for case management and time/labour.
- Familiarity with Catalyst, Pirouette and the administration of the OCAN is an asset

To apply, submit your resume with "TNG2026-184" 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 posting is for an existing vacancy.