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# TNG2026-189

POSITION TITLE: Mobile Shelter Support Program Case Manager	
DEPARTMENT: Urban Health and Homelessness Services	**STATUS**: Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	**CONTRACT DATES**: ASAP for 4 months or until the return of incumbent
REPORT TO: Manager, Community Health Services	**HOURLY RATE:** $32.92
EXTERNAL POSTING DATE: posted until filled	

GENERAL DESCRIPTION: As a member of the MSSP program, this position provides direct supportive case management to adults living in different shelters, respites, encampments, and warming centers around the GTA. This support will serve clients with 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, on-site visits 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. This position reports to the Manager, Community Health Services and is part of **CUPE7797.**

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 support in the community based on their needs which will help them achieve and maintain stability, including support groups, life skills groups and social events.
- Support client engagement initiatives within the agency, including volunteer programs and peer development initiatives
- Intervene and de-escalate crisis situations
- Engage in active team case management and clinical consultation meetings
- Maintain accurate case management records and complete reporting required by funders and supervisor, adhering to PHIPA and TNG-UHHS policies.
- Take part in research activities as required
- Represent the agency on appropriate coalitions and networks as assigned by the supervisor
- Other duties as assigned

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 practice
- 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 skill
- Excellent written and verbal skills in English.
- Proficient with MS Office, and web-based data entry for case management and time/labor.
- Familiarity with Catalyst, Pirouette and the administration of the OCAN is an asset
- Self-directed, organized, and demonstrated supportive team member abilities
- Certification in Conflict Prevention and Intervention or willing to be trained

To apply, submit your resume with "TNG2026-189" 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.