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# TNG2026-190

POSITION TITLE: Corner Drop-In Team Lead	
DEPARTMENT: Urban Health and Homelessness Services	**STATUS:** Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	**CONTRACT DATES:** ASAP until April 16, 2027
REPORTS TO: Manager, Drop-In Services	**HOURLY RATE:** $32.92
EXTERNAL POSTING DATE: posted until filled	

GENERAL DESCRIPTION: The Corner Drop-in is a busy, dynamic program that serves over 200 participants each day. We provide daytime shelter, nutritious hot food, primary health care services from on-site Nurses, Doctors and Psychiatrists, information and help finding affordable housing, mental health support, voluntary financial trusteeship, substance use counselling, workshops and activities. This position will work as a member of the Drop-In team to provide an extended drop-in setting for homeless and socially isolated adults for three months in the winter. The position will also supervise, train, and support 5 Peer workers within the Drop-in, who will be primarily staffing an extended afternoon Drop-in. The position will engage with and support Drop-in participants as appropriate and inform new visitors of all services and opportunities. Working alongside the Drop-in Assistant, other staff, volunteers and Peer Workers to ensure a safe and welcoming environment, the Team Lead will remain consistent with the philosophies of the Agency/Peer program and follow all policies, procedures, and requirements. This position will be under the direction of, and report to, the Manager, Drop-In Services and is part of **CUPE 7797.**

MAJOR DUTIES:

- Provide leadership and supervision for Peers enrolled in the project
- Develop, implement, and maintain, in collaboration with the Senior Manager and Drop-in Manager, administrative and evaluation tools for the program
- Complete and submit payroll for Drop-in Peer Workers
- Participate in project coordination and internal meetings as required
- Form and maintain positive relationships with community and systems partners
- Maintain accurate records and complete reporting required by funders and supervisor including attendance records
- Directly assist the Drop-in Manager with program management as requested
- Lead Drop-in Peer staff in preventing and appropriately handling conflict through non-violent crisis intervention and de-escalation, helping to curb potential crises, and facilitating debriefing meetings as required

REQUIREMENTS & QUALIFICATIONS:

- Completion of post-secondary education in a relevant discipline and/or equivalent related experience
- 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 and substance use issues
- Proven knowledge of 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 is an asset. Experience in crisis prevention and de-escalation is required
- Experience in program development, implementation, and evaluation is an asset
- Strong written and verbal communication skills
- Skills in office computing including Microsoft Word and Excel an asset
- Ability to work in dynamic, community-based settings sites with marginalized population
- Ability and willingness to follow all IPAC protocols, including masking
- Evening and some weekend work may be required of the role

To apply, submit your resume with "TNG2026-190" 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.