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# TNG2026-194

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| **POSITION TITLE:** Winter Support Program PAID Identification Outreach Worker | |
| **DEPARTMENT:** Urban Health and Homelessness Services | **STATUS:** Contract Full-Time, CUPE 7797 |
| **# HRS / WEEK:** 35 | **CONTRACT DATE**: ASAP till April 30, 2027 |
| **REPORTS TO:** Manager, PAID and Eviction Prevention Services | **HOURLY RATE:** $29.95 |
| **EXTERNAL POSTING DATE**: posted until filled | |

**GENERAL DESCRIPTION:** PAID Identification Services for Winter 2026-2027 Program is an initiative under the Partners for Access and Identification (PAID) Project to assist the Winter 2026-2027 Program of the City of Toronto's Toronto Shelter & Support Services (TSSS) in quickly providing Identification support for individuals living at two City-operated Warming Centres. The Winter Program PAID ID Worker will work alongside the City of Toronto's Winter Program outreach staff located at two City managed Warming Centres. The City's Winter Program team will support the PAID ID Worker in connecting with individuals experiencing homelessness at the Warming Centres who need assistance obtaining ID to access services. This position reports to The Manager, PAID and Eviction Prevention Services, and is part of **CUPE Local 7797**.

**MAJOR DUTIES:**

- Facilitate ID clinics at two City- operated Warming Centres in Toronto for homeless individuals and families to help them obtain new, or replace lost or stolen, identification.
- Collaborate with City of Toronto's Winter Program and community outreach teams to ensure effective operation of ID clinics at the centres and assist to identify individuals that are in need for ID to access resources.
- Understand the challenges homeless people face when trying to obtain Identification.
- Work closely with the existing PAID team to ensure quick and complete application processing, receiving, holding and delivering ID to individuals.
- Liaise with document issuing offices at various levels of government, Toronto Social Services, and others to minimize barriers that may prevent homeless individuals and families from accessing ID services.
- Knowledge of obtaining secondary documentation, including passport and other supplementary Identifications.
- Ensure accurate, timely and complete documentation and reporting on computer or hard copy, as directed.
- Ensure that identification is kept secure until it is delivered to the client at the Warming Centres.
- Maintain knowledge of available community resources and emerging industry practices regarding homeless and marginally housed populations by participating in training programs, workshops, and research.
- Represent the agency at events and meetings to promote the aims and activities of the agency, to discuss common problems, and to share information and best practices.
- Participate in team meetings, regular staff meetings, and other agency events.
- Maintain client confidentiality and adhere to TNG policies and the PAID program procedures.

**REQUIREMENTS & QUALIFICATIONS:**

- A diploma or degree in a relevant field or equivalent combination of years of relevant work experience, skills and training.
- Two years of related professional experience working with diverse populations.
- A thorough understanding of the concerns and needs of homeless individuals and families and the ability to communicate effectively with them.
- A thorough grounding in, and demonstrated commitment to harm reduction principles, trauma-informed care, anti-racism, and anti-oppressive practice frameworks.
- Knowledge of the social services and community resources available, and how to access them.
- The ability to travel between worksites across Toronto, and to transport documents and paperwork.
- A valid Ontario G class Deriver's licence is preferred.
- Knowledge of processes for obtaining secondary documentation, i. e. passports.
- Recent extensive experience with populations vulnerable populations, crisis situations and trauma-informed approaches.
- Proven knowledge of the areas of substance use, mental health, harm reduction and homelessness.
- Excellent written and verbal communication, initiative, judgment, and problem-solving skills
- Demonstrated organizational and time management skills.
- An understanding of the security and privacy considerations required of the project.
- The skill and patience to work under pressure while maintaining a calm, patient manner.
- The ability to establish trust, can communicate respectfully without judgment with people accessing warming centres.
- Competence in the use of computer software, and familiarity with using a database.
- The ability to work with minimal supervision.

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.

- The flexibility to solve problems creatively.
- The ability to function as a member of a team whose members are located at separate working sites.

**To apply, submit your resume with "TNG2026-194" in the subject line of your email to: careers@tngcs.org**

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