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 DESCRIPTION Job# TNG2026-197

POSITION TITLE: Case Manager, Substance Use Disorder Integrated Care Pathways	
DEPARTMENT: Urban Health and Homelessness Services	**STATUS:** Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	**CONTRACT DATES:** N/A
REPORT TO: Manager, Senior Homelessness Services	**HOURLY RATE:** $32.92
EXTERNAL POSTING DATE: posted until filled	

GENERAL DESCRIPTION: As a member of the Urban Health and Homelessness Services Department, this position provides direct support to individuals accessing services through the Michael Garron Substance Use Disorder (SUD) Integrated Care Pathways (ICP). The program aims to create a high-quality, compassionate system of care for and with people who use substances. From a harm-reduction and trauma-informed perspective, the Case Manager supports patients through care transitions and service navigation, including connections to community-based substance use care. The role also includes the provision of aftercare through warm referrals, accompaniment, and other one-on-one supports. Working closely with an on-site interdisciplinary care team, including hospital staff, medical professionals, and community partners, the Case Manager liaises with and coordinates access to a range of services, including but not limited to substance use and mental health supports, primary health care, housing access, legal and income supports, and identification replacement. This position reports to the Manager, Senior Homelessness Services and is part of **CUPE Local 7797.**

MAJOR DUTIES:

- Complete detailed plans, including coordination of supports, referrals, and advocacy as per the client's discharge plan.
- Maintain supports in the community, including accompaniments to appointments; connections to detox, safe-beds etc.
- Develop strong collaborative partnerships with internal hospital/external community service providers.
- Assist with developing discharge plans; connect clients with community support to help achieve and maintain stability.
- Intervene and de-escalate crises.
- Actively participate in team meetings as required (hospital huddles, clinical meetings and staff meetings)
- Maintain accurate records and complete reporting required by funders and supervisors, PHIPA and TNG.
- Participate in evaluation and research activities as required.
- Support clients with referrals and accompaniments to RAAM clinics and other medical appointments while on-site.
- Participate and conduct ongoing follow-up meetings with clients in the community.
- Actively manage a caseload of 15-20 clients.
- Represent the agency on appropriate coalitions and networks as assigned by the Manager.
- Some evening and/or weekend work is required.
- Other duties as assigned

REQUIREMENTS & QUALIFICATIONS:

- BA/BSW plus 2 years of experience in human services, preferably as a case manager or a combined equivalent of education, 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
- Demonstrated an understanding of an institutional or hospital setting an asset
- Lived/living personal experience of substance use challenges
- Experience, alignment and commitment to harm reduction principles and practices, anti-racism and equity 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 prevention, intervention, conflict resolution, and negotiation skills; certification in NVCI or willingness to be trained
- Proficient with MS Office, and web-based data entry and time/labor.
- Self-directed, organized, and demonstrated supportive team member abilities; excellent command of English language.

To apply, submit your resume with "TNG2026-197" 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.