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# TNG2026-199

POSITION TITLE: Team Lead, SafeSpot – Winter Support (2 Positions)	
DEPARTMENT: Urban Health and Homelessness Services	**STATUS:** Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	**CONTRACT DATES:** ASAP until April 9, 2027
REPORT TO: SafeSpot Winter Support Supervisor	**SALARY RANGE:** $32.92
EXTERNAL POSTING DATE: posted until filled	

GENERAL DESCRIPTION: SafeSpot provides overdose prevention and harm reduction services to shelter residents who use substances. These services include opioid overdose reversal, the development of overdose prevention and safety plans, the distribution of harm reduction supplies and tools, and training for residents, shelter staff and security personnel, as required.
As part of the winter support initiative at the Better Living Centre, the Team Lead – SafeSpot Winter Support will work collaboratively with the Program Manager, SafeSpot Supervisor, Better Living Centre operations and other partner agencies to coordinate and support the delivery of peer-driven overdose prevention, harm reduction and social and recreational activities. The role will contribute to creating a safer, supportive and welcoming environment for residents accessing the winter shelter.
The Team Lead will support the identification, recruitment, orientation, training, scheduling and ongoing guidance of peers to ensure the effective and consistent delivery of overdose prevention and response services, harm reduction supports and social and recreational programming.
The Team Lead will uphold the philosophy and principles of the Agency and its peer programs and ensure that all services and activities are delivered in accordance with applicable Agency policies, procedures and program requirements.
This position reports to the SafeSpot Supervisor and the Manager, Community Peer Harm Reduction Programs. The role requires flexibility to work extended hours, typically between 5:00 p.m. and 1:00 a.m., including weekends and statutory holidays, to meet the operational needs of the winter support initiative at the Better Living Centre.

MAJOR DUTIES:

- Provide leadership and support for Peers enrolled in the project.
- Develop, implement, and maintain administrative and evaluation tools in collaboration with the Program Supervisor.
- Participate in project coordination and community support meetings with project partners and UHHS staff.
- Build and maintain positive relationships with community partners.
- Maintain accurate records and complete reporting required by funders and supervisors, including attendance records and statistical reports alongside the program supervisor.
- Work evenings, weekends, and statutory holidays as required.
- Assign peer positions and task rotation at the start of each shift.
- Welcome new peer hires and orient them to the space and peer team tasks.
- Attend case conferences/client support huddles with other team leads/site operators as needed.
- Troubleshoot challenges throughout the shift with support from the SafeSpot Winter Services Supervisor and Manager.
- Ensure adherence to IPAC measures and all TNG and team policies/procedures.
- Provide harm reduction education, supplies, and support to clients and staff across multiple shelter and housing sites.
- Work closely with partners and the community to identify care needs, service gaps, and necessary enhancements.
- Maintain up-to-date, accurate written and electronic data, reports, and correspondence.
- Engage and build respectful and professional relationships with peers, co-workers and community partners.
- Empower clients to advocate for themselves and support advocacy efforts as needed.
- Assist clients in accessing community-based resources.
- Provide resources and information to support safer substance use.
- Respond to overdose incidents and provide aftercare support to clients.
- Document all client interactions in accordance with TNG's policies, procedures, and protocols.
- Attend regular team meetings and training sessions.
- Other Duties as assigned.

REQUIREMENTS & QUALIFICATIONS:

- Completion of post-secondary education in a relevant discipline and/or equivalent related experience
- Lived/living personal experience of substance use, mental health, and/or homelessness is an asset
- 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 issues
- Proven knowledge in 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 and/or certification and experience in crisis prevention and de-escalation or willingness to learn
- Experience in program development, implementation, and evaluation is an asset

- Strong written and verbal communication skills
- Proficient and confident in basic skills in office computing including Microsoft Word
- Working knowledge of Excel is an asset
- Ability to work in dynamic, community-based settings with marginalized populations
- Ability to work evenings and some weekends or statutory holidays is required

To apply, submit your resume with "TNG2026-199" 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