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# TNG2026-128

POSITION TITLE: Youth Outreach Worker – 211 Crisis Response	
DEPARTMENT: Child and Youth Services	**STATUS:** Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	**CONTRACT DATES:** ASAP for 12 months
REPORT TO: Manager, Children and Youth Services	**HOURLY RATE:** $30.94
CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: This position provides a range of outreach services to youth aged 16+ and their families in the Taylor Massey/Oakridge and Golden Mile communities. This position has responsibility for prevention, early intervention, referrals, and community outreach services. The position reports into the Manager, Children and Youth Services and is part of **CUPE Local 7797.** This Youth Outreach Worker will be an integral part of the Toronto Community Crisis Service (TCCS) team. The TCCS team provides a community-based response to mental health and/or substance use crises across Toronto, utilizing an equity based, anti-racist, person-centred, trauma-informed response. TCCS is designed to move away from unnecessary police responses wherever possible, and connect people to the resources they need in the community. The Youth Outreach Worker – 211 Response, will conduct a needs assessment, and provide referrals to youth and their families, when referred by 211 crisis responders. **Hours of work are 35 hours per week, on a schedule that will include evenings and weekends. Every shift will be from 10:00am to 6:00pm.**

MAJOR DUTIES:

- Reach out to and engage at-risk youth 16+ in Taylor-Massey Oakridge and Golden Mile, in activities that promote assets, competencies and resiliency, including youth with disabilities and from diverse communities.
- Build relationships with hard to serve youth who may be reluctant to access traditional services
- Provide service coordination (i.e. advocacy/resourcing/case conferencing) and provide general information and referral services to youth and parents
- Work collaboratively with youth, parents, health promotion officers, schools, police and youth service providers to ensure that youth have access to appropriate programs, services and opportunities needed for healthy development including attendance at network and team meetings.
- Engage youth to identify issues, needs, goals, aspirations, skills, abilities and services needed as well as barriers to accessing these services
- Facilitate connections between youth & their neighbourhood. Promote awareness of the positive role of youth in the community
- Conduct environmental scans of neighbourhoods to identify and understand emerging issues, service gaps and opportunities for action to build on community capacity
- Facilitate partnerships and relationships with community agencies, businesses, government and community groups as well as connections and referrals to the wider youth serving team of TNGCS
- Organize and help deliver public education seminars, workshops, groups and training for youth, parents and service providers
- Participate in 211 crisis response calls as required with mental health staff
- Communicate & coordinate with 211 Crisis Response team to provide timely response to youth & families in need of resources
- Maintain service statistics and records of services delivered, as required
- Complete intake forms, assessments, progress notes and incident reports

REQUIREMENTS & QUALIFICATIONS:

- Knowledge and experience working with youth facing mental health challenges
- Child and Youth Worker Diploma from a recognized post-secondary institution or equivalent relevant education and experience
- Three or more years of related professional experience working with youths aged 16-29
- Demonstrated ability to work co-operatively and negotiate effectively within a multi-disciplinary team of service providers.
- Knowledge of and sensitivity to the life experiences and needs of the youth community.
- Strong interpersonal skills including, but not limited to, the abilities to relate to people, manage conflict, and adapt to change, awareness of the emotions of self and others, and commitment to a collaborative, respectful workplace.
- The ability to provide high quality, client focused service, delivered in a positive, professional, compassionate manner.
- An understanding of the context of oppression, poverty and diversity.
- The ability to organize and facilitate workshops and to speak in public
- Previous training including: suicide prevention, crisis intervention, youth outreach, crisis deescalation, naloxone training, cpr/first aid would be an asset
- A basic knowledge of computer software, especially Microsoft WORD, Social Media, Zoom, Microsoft Teams and competency in maintaining information in a database.

To apply, submit your resume with "TNG2026-128" 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.