

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# TNG2025-179

POSITION TITLE: Administrative Lead, Mobile Shelter Support Program	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATE: n/a
REPORT TO: Executive Assistant, UHHS	SALARY: \$30.94
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: Are you highly organized, people-focused, and looking for a role where your skills make a real impact? The Administrative Lead, MSSP provides admin support for our Mobile Shelter Support Program (MSSP) and other mobile community health programs. The position also provides administrative support for on site medical clinics in partnership with Inner City Health Associates (ICHA). This role keeps the wheels turning — from welcoming new staff in assigned programs, ensuring smooth onboarding, coordination of supplies, supporting events, and being a reliable point of contact for staff, partners, and community members. With responsibilities that touch nearly every corner of the department, you'll bring consistency, structure, and a human touch to our fast-paced, high-impact work. You'll also provide reception support at 260 Augusta and 688 Coxwell as needed, and play a hands-on role in problem-solving, crisis de-escalation, and maintaining streamlined systems that make our services more effective. In this role, you'll do more than administrative work — you'll be at the heart of a team making a difference in the lives of people who face systemic barriers to housing, health, and stability. Your organizational skills and problem-solving mindset will directly support programs that change lives.

MAJOR DUTIES:

- Be the go-to resource for UHHS program inquiries — handling calls, emails, and referrals with professionalism and care.
- Coordinate the logistics that keep our teams running: supplies, deliveries, office equipment, repairs, and IT support.
- Support meetings and events by organizing refreshments, AV equipment, and room setup/tear-down.
- Take minutes at assigned Peer Program meetings and ensure accurate records are shared in a timely manner.
- Organize and submit Health Spending Account (HSA) for multiple peer programs on a monthly basis, including collecting data and receipts, verifying accuracy, and submitting to Finance.
- Maintain the storage room at UHHS' 489 College St. office in an organized manner, with all items clearly labeled by program and category.
- Keep track of program inventories and site specific needs to ensure supplies are properly monitored and replenished.
- Run last-minute errands as needed to provide program supplies and other necessities for the facilitation of various UHHS Peer Programs.
- Guide new MSSP and other peer program staff through recruitment, onboarding, orientation, payroll, and benefits processes.
- Support supervisors and managers with peer program oversight to stay on track with payroll monitoring, data collection, reports, proposals, and funding submissions.
- Build and maintain smart systems for secure information storage, onboarding checklists, certification tracking, key/fob sign-outs, and more.
- Maintain and organize confidential electronic files as per relevant legislation and Agency Policies
- Track and follow up on maintenance, janitorial, and tech work orders to keep our spaces safe and functional.
- Step in to de-escalate conflict or crisis situations, supporting staff and community safety.
- Provide backup reception coverage at 260 Augusta and 688 Coxwell and help ensure smooth front-line operations.
- Reconcile expenses, Visa cards and petty cash, keeping financial processes organized and accurate.
- Take on other meaningful projects and duties that support UHHS' mission.

REQUIREMENTS & QUALIFICATIONS:

- A post-secondary diploma/certificate in a relevant field, and/or two years of professional administrative experience (community or social services setting preferred).
- Experience supporting programs that work with marginalized communities, including people facing homelessness, mental health challenges, or substance use.
- A commitment to harm reduction, social justice, and the values of The Neighbourhood Group.
- Excellent communication skills — comfortable connecting with everyone from front-line staff and community members to senior managers and partner organizations.
- Strong organizational skills with an eye for detail, able to juggle priorities and meet deadlines under pressure.
- Confidence with Microsoft Office (Word, Excel, Outlook), email, databases, and standard office equipment.
- Experience in data collection and reporting, with proven accuracy and follow-through.
- Familiarity with crisis intervention and conflict resolution techniques is an asset.

To apply, submit your resume with "TNG2025-179" 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