

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# TNG2025-185

POSITION TITLE: Case Manager, Toronto Complex Behaviour Support Team (3 Positions)	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: N/A
REPORT TO: Supervisor, Toronto Complex Behavior Support Team	HOURLY RATE: \$32.92
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: Are you a creative problem-solver who thrives in dynamic, high-energy environments? Do you have the passion and resilience to work with people navigating some of the toughest challenges in our city—and the skills to bring out the best in others? The Case Manager, Toronto Complex Behaviour Support Team role is an exciting opportunity for an experienced Case Manager who's ready to make a lasting impact in Toronto's shelter system. This unique position combines intensive case management with frontline training and system change, supporting both individuals experiencing homelessness and the shelter staff who walk alongside them. You'll provide one-to-one support to adults living with complex needs—including mental health, substance use, trauma, and histories of service restrictions—helping them achieve self-identified goals and access vital health and social services. Working alongside the Case Manager and the Inner-City Health Associate's (ICHA) primary care doctor and psychiatrist, clients in this program will have access to essential healthcare resources. At the same time, you'll be empowering shelter teams with restorative justice tools and non-violent crisis intervention skills, building safer, stronger, and more inclusive communities. As part of Urban Health and Homelessness Services (UHHS) and in collaboration with the City of Toronto's Shelter and Support Services (TSSS) under the Shelter Safety Action Plan (SSAP), you'll be at the cutting edge of innovation in housing, harm reduction, and restorative practice. Working alongside Rittenhouse, you'll bring restorative justice principles to life in shelters—repairing harm, fostering accountability, and helping reduce discharges while creating sustainable housing pathways. If you're energized by working at the intersection of direct support, systemic change, and community impact, this role is for you. This position reports to the Supervisor, Toronto Complex Behaviour Support Team and is part of **CUPE 7797**.

MAJOR DUTIES:

- Meet participants where they're at—conducting intakes, assessments, and ongoing one-to-one support.
- Champion access to health care, substance use treatment, housing, legal, financial, and social services.
- Accompany participants in the community, provide advocacy, and walk alongside them on the path to stability and well-being.
- Provide direct referrals to ICHA's doctor and psychiatrist; attend clinical consultations as needed.
- Build powerful partnerships with shelters, hospitals, law enforcement, and community services.
- Design and deliver engaging staff training in restorative justice approaches and non-violent crisis prevention and intervention.
- Lead group programming that promotes resilience, wellness, and recovery.
- Intervene in crisis situations with calm professionalism and deep compassion.
- Apply restorative justice strategies to resolve conflicts, strengthen relationships, and reduce shelter discharges.
- Keep clear, confidential case notes and reporting in line with PHIPA and agency standards.
- Contribute to a multidisciplinary team that values collaboration, innovation, and equity.

REQUIREMENTS & QUALIFICATIONS:

- B.A./B.S.W. and 2+ years of human services experience (or an equivalent blend of education, lived experience, and/or training).
- At least 2 years of direct client support experience in homelessness, mental health, substance use, and trauma-informed practice.
- A strong commitment to harm reduction, trauma-informed care, anti-racism, and anti-oppressive practice.
- Training and/or lived experience in mental health and substance use (asset).
- Sharp skills in assessment, crisis intervention, conflict resolution, and negotiation.
- A willingness and ability to travel across Toronto on public transit.
- Familiarity with MS Office and case management systems (TREAT/OCAN familiarity is an asset).

To apply, submit your resume with "TNG2025-185" 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