

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# TNG2025-211

POSITION TITLE: Mobile Shelter Support Program Shift Lead	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: ASAP until November 21, 2026 or until the return of the incumbent
REPORT TO: Supervisor, Mobile Shelter Support Program	HOURLY RATE: \$32.92

EXTERNAL CLOSING DATE: Posted until filled

GENERAL DESCRIPTION: As an MSSP Shift Lead, you will play a pivotal role in coordinating day-to-day shift activities and operations. Leveraging your own personal experience with homelessness, mental health challenges, and substance use, you will serve as a guiding force, assisting, inspiring, and mentoring both clients and fellow team members on their journeys toward well-being. Utilizing a trauma-informed approach, you will empower individuals to navigate and access services, de-escalate challenging situations, share valuable resources and information, build trust and rapport, facilitate communication with clients, offer social and recreational support, organize and lead client-focused programs as needed, and advocate on behalf of clients when necessary. The MSSP Shift Lead will also accompany clients to appointments. Furthermore, the MSSP Shift Lead will undertake responsibilities such as welcoming and training new team members and collaborating with other teams, including the Supervisor(s), MSSP and the Senior Manager of Mobile Community Health Services. Effective communication between TNG and site operators is crucial to ensure that the needs of our clients are met efficiently. Additionally, you will actively contribute to overdose prevention and response, safety planning, and the enhancement of harm reduction practices through various strategies and advocacy efforts. The ideal candidate for this position will embody the philosophies of our Agency and Peer Program, adhering diligently to all policies, procedures, and requirements. Reporting directly to the Supervisor, Mobile Shelter Support Program you will be an integral part of our team. **Please be aware that the MSSP Shift Lead will work across various sites, including COVID isolation sites, shelters, respites, encampments, and all warming centers. Flexibility to work on weekends, holidays, and overnight shifts is required.**

MAJOR DUTIES:

- Assign Peer positions and task rotation at the start of each shift, ensuring the smooth transition of these positions throughout the shift
- Welcoming new hires (post-orientation) for their first shift and orienting them to the space and the tasks of the peer team
- Attending case conferences/client support huddles with other team leads if/when needed
- Troubleshoot challenges as they arise throughout the shift with the support of the MSSP Supervisor, and/or the Senior Manager, Mobile Community Health Services
- Ensure IPAC measures are adhered to by Peers on shift
- Ensuring peer team policies/procedures are adhered to, and seeking additional support from the MSSP Supervisor to do so, as needed
- Provide harm reduction education, supplies, and support to clients
- Design and deliver harm reduction education and best practices to operators and service providers, in collaboration with the site operator, Peers and affiliated agencies in alignment with site needs.
- Work closely with partners, participants, harm reduction workers, and the community to identify current and emerging care and support needs, service gaps, and necessary enhancements for clients to access treatment and health care support
- Maintain up-to-date, accurate written/entered electronic data information, reports, and other correspondence as needed
- Engage and build respectful and professional relationships with co-workers and community partners
- Empower clients to advocate on their behalf and support advocacy efforts when needed
- Provide resources and information to support safer substance use
- Respond to overdose prevention and provide aftercare support to clients
- Develop, implement, and execute social recreation activities and outings for clients
- Conduct Client accompaniments as required
- Document all client interactions by TNG's policies, procedures, and protocols

REQUIREMENTS & QUALIFICATIONS:

- Understanding of all IPAC regulations, including pathways throughout the building, disinfecting requirements, donning and doffing PPE, etc.
- Ability to maintain a calm, empathetic, and trauma-informed approach when supporting other Peers throughout the shift, especially during or after crises
- Lived/living experience of homelessness, accessing community drop-ins, shelters, or harm reduction programs
- Willingness to accept feedback and incorporate it into the work environment
- Demonstrated ability to work well with others in a team environment
- Demonstrated ability to respond to overdoses
- Demonstrated understanding of harm reduction and overdose response practices
- A good understanding of community & and social responses to harm reduction with a demonstrated knowledge of harm reduction practices

To apply, submit your resume with "TNG2025-211" 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.