

PEER POSITION JOB POSTING

Stabilization and Connection Center (SCC) - Peer Support Worker

Full Time and Part time positions available. Non-union.

6-month Contracts, with the possibility of extension.

Hourly Rate of Pay: \$26.27

SUMMARY: The Neighbourhood Group (TNG) collaborates with the University Health Network (UHN) to support vulnerable adults who are intoxicated and diverted from the community by Emergency Services/paramedics to Toronto's first Stabilization Centre. Working from a harm reduction and trauma-informed perspective, the SCC Peer will be part of an interdisciplinary team of medical professionals, community partners, follow-up workers, harm reduction workers and personal support workers. Responsibilities include assisting in client communication, helping clients navigate services, de-escalating conflicts, building rapport, and aiding in the establishment of care and discharge plans. This position reports to the Supervisor of the Emergency Department and Stabilization Site.

SCC-Peer Support Workers may be required to work on weekends, holidays, and overnights.

MAJOR DUTIES:

- Build rapport; demonstrate authentic listening and communication of one's own direct experiences for the benefit of the clients, relating to issues of homelessness, substance use, and physical and mental health challenges; assist in building support networks/relationships, and manage struggles in meeting basic needs.
- Actively listen to patients as they express their emotions regarding their experience and otherwise.
- Help clients to navigate resources, harm reduction practices, and safer use strategies.
- De-escalate situations by listening and validating clients' concerns and helping to make them comfortable.
- Distribute socio-recreational items (i.e. water, snacks, hygiene items, games, food, writing material, etc.).
- Accompany clients on cigarette breaks.
- Support clients to identify priorities while working collaboratively to find solutions, and set goals and objectives.
- Promote and facilitate education and awareness of peer support and person-directed care. Work collaboratively with team members, other UHN members, community partners and clients.
- Support on-site staff with intakes and discharge procedures as needed.
- Attend regular team meetings scheduled by TNG and meetings conducted by UHN weekly and monthly.
- Engage and build respectful and professional relationships with all team members and community partners.
- Empower clients to advocate on their own behalf and support advocacy efforts with clinical services.
- Attend training sessions
- Ensure service user confidentiality is maintained
- Follow IPAC and other safety protocols
- Managed food, linen, cigarettes, and tokens inventory
- Ensure ongoing documentation of client-member interactions following TNG and UHN-SCC program-specific policies, procedures, and protocols.
- Document any police and EMS interactions as per SCC and TNG protocols
- Complete demographic forms with clients before discharge
- Promote Follow-up Services and complete and file when appropriate all referral forms from clients
- Assist in overdose prevention and response
- Provide harm reduction education, supplies, and support to clients
- Other duties as assigned

REQUIREMENTS & QUALIFICATIONS:

- Lived/living experience of homelessness, accessing community drop-ins, shelters, or harm reduction programs.
- Demonstrated knowledge of and support for harm reduction practices and client-centered approaches.
- Experience working within community & social services programs is considered a strong asset.
- A willingness to learn and adopt safe hygiene practices, including wearing Personal Protective Equipment (PPE) at all times, and maintaining proper sanitation practices.
- Ability to de-escalate conflicts
- Ability to maintain strong professional and ethical boundaries
- Willingness to utilize knowledge of lived experience to connect with patients
- Responsible, reliable and punctual
- Ability to work collaboratively within a team environment
- Willingness to accept feedback and incorporate it into their work
- Strong interpersonal and communication skills (oral and written); open, non-judgmental and willing to learn

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

- Demonstrates respect towards diverse communities and individuals
- Must possess comfort and sensitivity working with individuals with severe mental health/substance use issues
- Proficiency in one or more languages other than English an asset
- First Aid and/or CPR certification an asset
- Flexibility, resourcefulness, creativity, commitment & empathy will further support your success in this position.

**To apply, email your cover letter and resume with “SCC Peer Support Worker”
in the subject line to peer.applications@tngcs.org no later than January 19th 2026**