

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# TNG2026-80

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| POSITION TITLE: Community Mediation Worker | |
| DEPARTMENT: Community Mediation Services | STATUS: Regular Full-time, CUPE 7797 |
| # HRS / WEEK: 25 | CONTRACT DATE: N/A |
| REPORT TO: Director of Legal Services | HOURLY RATE: \$27.97 |
| EXTERNAL CLOSING DATE: Posted until filled | |

GENERAL DESCRIPTION: Our Community Mediation Services is a free, confidential and voluntary community mediation service that supports individuals, groups and communities during conflict and provides a collaborative approach to conflict resolution. Our service provides volunteer mediators who facilitate discussions between parties, assisting them to reach a mutually agreeable solution. The Case Worker supports the operations of our community mediation and restorative justice services, in collaboration with the Team Lead, volunteer mediators, and student and interns. This role will work one day a week in a Scarborough location and a late afternoon/early evening shift to meet the program's needs. This position reports to the Director of Legal Services and is part of **CUPE Local 7797**.

MAJOR DUTIES:

- Case management: intake, assessment, assignment & supervision of community mediation & restorative justice cases
- Maintaining accurate and timely case records, including generating statistics and reports as required
- Assisting the Team Lead to recruit, train, and supervise students and interns doing case management and other tasks
- Supporting volunteer mediators in setting up and implementation of community mediation sessions
- Conduct community mediations, and outreach, when required
- Assist Team Lead in continuously making plans and implement improvements and adaptations to community mediation services to the needs of our clients, funders, partners, volunteers, placement students, and others
- Create and adapt program work practices and create and edit program related material
- Assist the Team Lead in representing CMS in the Ontario Community Mediation Coalition (OCMC)
- Develop and implement plans for program outreach including developing and maintaining referral sources, institutional and individual partnerships and contracts, and other mechanisms to deliver cases to community mediation services
- Actively participate in and prepare for regular team and individual supervision meetings with the direct supervisor
- Participate in service planning for the agency in relation to other departments, community and individual needs
- Adhere to all TNGCS, and Employment Services policies and procedures and ensure that confidentiality is maintained
- Communicate any concerns or developing problems immediately to the Team Lead
- Participate and cooperate with health and safety regulations and instructions
- Participate in TNGCS organization-wide program activities/meetings as appropriate and/or as assigned
- Cooperate with health and safety procedures and policies

REQUIREMENTS & QUALIFICATIONS:

- A relevant college diploma, and minimum 2 years recent experience in alternative dispute resolution or a related field, or combined equivalent of education and experience
- Demonstrated experience in community mediation, especially transformative models
- Experience with intake, assessment and supervision of casework
- Experience supervising and coordinating volunteers and student interns
- Excellent project coordination, administrative and information management skills, verbal and written communications,
- Strong computer skills (Microsoft Office Suite, relational databases, search engines, online communication methods)
- Excellent verbal and written English language skills, second language an asset
- Multicultural sensitivity and an ability to work in a multicultural/multiracial organization
- Ability and willingness to work a schedule that supports the interns, volunteer mediators and ongoing mediations which include evening and weekend work
- Able to travel to and work from a variety of locations, and CMS offices
- Work Location: 489 College Street and 1527 Victoria Park Avenue with the ability to travel to various locations within Toronto

To apply, submit your resume with "TNG2026-80" 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.