

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# TNG2026-81

POSITION TITLE: Follow Up Worker- Stabilization & Connection Centre	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: N/A
REPORT TO: Manager, Community Health Services	HOURLY RATE: \$32.92
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: As a member of the Urban Health and Homelessness Services Department, this position provides direct support to individuals discharged from Toronto's first Stabilization & Connection Centre, serving intoxicated vulnerable adults diverted from the community by Emergency Services/paramedics. Working from a harm reduction, trauma-informed perspective, the Follow-Up Worker, Stabilization & Connection Centre, assists participants in implementing their discharge plans through the provision of aftercare via warm referrals, accompaniment, and other one-on-one short team supports. Working closely with the onsite interdisciplinary care team comprised of hospital, medical staff, and community partners, the Follow-Up Worker, liaises with and coordinates access to services including but not limited to substance use and mental health supports, health care providers, housing access, legal and income supports, identification replacement. This position reports to the Manager, Community Health Services and is part of **CUPE 7797**.

MAJOR DUTIES:

- Complete detailed plans, including coordination of supports, referrals, and advocacy on health issues, substance use, mental health, financial, employment, housing, legal, and social supports as per the client's discharge plan.
- Maintain short-term support in the community, including accompaniments to appointments.
- Work collaboratively and develop strong partnerships with external service providers, such as withdrawal management services, hospitals, law enforcement agencies, and substance use and mental health providers.
- Connect clients with community support based on their needs upon discharge from the Stabilization Centre to help achieve and maintain stability.
- Intervene and de-escalate crises.
- Actively participate in team meetings as required (clinical meetings and staff meetings)
- Maintain accurate records and complete reporting required by funders and supervisors, adhering to PHIPA and The Neighbourhood Group policies.
- Participate in evaluation and research activities as required.
- Support client discharge planning while on-site.
- Connect clients with shelters, detox facilities, and safe beds while on-site.
- Support clients with referrals and accompaniments to RAAM clinics and other medical appointments while on-site.
- Participate and conduct ongoing follow-up meetings with clients in the community.
- Make referrals to other services as appropriate.
- Support with intakes and discharges when required.
- Actively manage a caseload of 15-30 clients.
- Represent the agency on appropriate coalitions and networks as assigned by the Manager.
- Some evening and/or weekend work is required.
- Other duties as assigned

REQUIREMENTS & QUALIFICATIONS:

- BA/BSW plus 2 years of experience in human services, preferably as a case manager or a combined equivalent of education, and/or significant related training.
- Minimum 2 years' direct client experience working with individuals living with mental health, substance use issues, histories of trauma and homelessness
- Lived/living personal experience of substance use, mental health, and/or homelessness is an asset
- Experience, alignment and commitment to harm reduction principles and practice
- Commitment to anti-racism and anti-oppressive practice
- Formal training in substance use and mental health is an asset
- Strong familiarity and commitment to trauma-informed care
- Physically able to travel consistently throughout the city on transit
- Recent demonstrated knowledge and skills in assessment, crisis intervention and prevention, conflict resolution, and negotiation skills
- Excellent written and verbal skills in English.
- Proficient with MS Office, and web-based data entry and time/labor.
- Self-directed, organized, and demonstrated supportive team member abilities
- Certification in Conflict Prevention and Intervention or willing to be trained

To apply, submit your resume with "TNG2026-81" in the subject line of your email to: careers@tngcs.org