

*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# TNG2022-236**

<b>POSITION TITLE:</b> Manager, Peer Program Development	
<b>DEPARTMENT:</b> Urban Health and Homelessness Services	<b>STATUS:</b> Regular Full-Time, non-bargaining unit
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> N/A
<b>REPORT TO:</b> Director, Urban Health and Homelessness Services	<b>HOURLY RATE:</b> Commensurate with experience
<b>EXTERNAL POSTING DATE:</b> Posted until filled.	

**GENERAL DESCRIPTION:** A key position for the development and implementation of new peer initiatives and the smooth operation of programs within the portfolio. The Manager of Peer Program Development reports directly to the Director of Urban Health and Homelessness Services. They are responsible for the effective day-to-day operations of several peer programs at The Neighbourhood Group Community Services (TNGCS). They supervise all staff within the programs, including the Peer Program Coordinators for SafeSpot and iPhare. The incumbent focuses on the growth and development of peer program pilots, projects and partnership initiatives including: the Crystal Meth Strategy and the Crystal Meth Project, the Lived Experience Advisory Group and Here2Help

### MAJOR DUTIES:

- Provide direct oversight to 3 Coordinators and indirect supervision to 3 Team Leads and varying sized peer teams
- Organize and assess workload of multiple Peer programs, communicate proactively when time frames conflicts and risks exist, and deliver on time/as requested.
- Ensure that the performance management process is focused on the individual's growth and is goal-oriented.
- Develop, nurture, and support successful partnerships with health and social service providers and funders, ensuring access to work placements, training, and development opportunities for TNGCS peer workers.
- Build and deliver high quality peer programming for the harm reduction, social service, and community health sectors.
- Develop/implement the policies, procedures, and service practices internally and externally with partner agencies.
- Oversee the smooth daily operation of the programs and foster a team approach to service provision (internal and external).
- Provide recommendations and input into human resources planning and development for new/pilot initiatives to the management team within UHHS.
- Assist the Director in the preparation of program funding applications, agreements with funders, project budgets, city of TO Quarterly reports and submissions for the Federal Government as required.
- Monitor program expenditures.
- Ensure that accurate, timely program records, statistics, and reports are maintained and reported to funders.
- Ensures staff use government-required computerized management information systems appropriately.
- Maintain current knowledge of community services and emerging needs of the population served by the program.
- Coordinate on-going professional development for peer program staff in areas of homelessness, employment, peer work, addictions, harm reduction, mental health, concurrent disorders, crisis intervention and other relevant topics.
- Assist with the development and delivery of curriculum for educational workshops for peers as well as service providers to support the development of new and supportive peer programs and opportunities.
- Engage in developing other trainings to further support peer program integration at TNGCS.
- Engage with social enterprising models to further develop Harm Reduction peer program models.
- Actively network with related community and health programs. Continue to build additional partnerships associated with the provision of peer programs. Serve on external networks and committees as needed or assigned.
- Act as a resource person for TNGCS's programs on peer work and employment services for individuals with a history of homelessness and substance use, and as a speaker and spokesperson for the Peer Training and Development centre in conjunction with the Manager of Community Initiatives.
- Prepare for and actively participate in supervision meetings with the Director, including the establishment and evaluation of an annual workplan.
- Attend and participate in Management Team meetings and other TNGCS activities as assigned.
- Adhere to all policies and procedures and ensure confidentiality is maintained on all client, human resources, and agency matters.
- Participate in compliance with health and safety regulations and instructions, including IPAC and COVID-related procedures.
- Other duties as assigned.

### REQUIREMENTS & QUALIFICATIONS:

- Minimum of a bachelor's Degree in a human service field (i.e., Public Health, Health Promotion, Education, Social Work) and 1-3 years of equivalent management experience in a non-profit setting, or combined equivalent of education and experience.
- Certification in Non-Violent Crisis Prevention and Intervention, Overdose Prevention, Bag Valve Mask Certification, Standard 1<sup>st</sup> Aid and CPR, or willingness to be trained.
- A minimum of 5 years' work experience in a dynamic social service environment is required.
- Demonstrated leadership skills and the ability to effectively coach and mentor a large team with diverse personal and

professional backgrounds in a unionized work setting is an asset.

- Superior knowledge of local community mental health and substance use , harm reduction services and systems.
- Excellent, demonstrated experience with partnership development.
- Demonstrated experience working with peer workers and developing peer-based programs and services.
- Recent experience in program development, implementation, and evaluation.
- Deep understanding and commitment to harm reduction, mental health, and peer support.
- Demonstrated competence in verbal, written, and computer-based communication styles.
- Strong analytical and organizational skills, and the ability to handle multiple priorities with exceptional time management skills.
- Decisive, action-oriented, and committed to personal and organizational excellence.
- High level of initiative, self-motivation, self-awareness, and self-management.
- Sound judgment and the ability to work independently and as part of a team.
- Strong emotional intelligence and empathy towards others going through grief, loss, substance use journeys.
- Strong computer skills and able to use a database.

**To apply, submit your resume and cover letter with “TNG2022-236” in the subject line of your email  
to: [careers@tngcs.org](mailto: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