

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# TNG2022-242

POSITION TITLE: Eviction Prevention in the Community (EPIC) Supervisor	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-Time, non-bargaining unit
# HRS / WEEK: 35	CONTRACT DATES: N/A
REPORT TO: Manager, PAID and Housing Services	HOURLY RATE: Commensurate with experience
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The EPIC Supervisor will act as the initial contact for the EPIC program at TNG and must have the skills necessary to respond and mobilize quickly to support EPIC workers with their caseloads. They will oversee the daily operations of this fast-paced program. The EPIC supervisor will supervise staff, manage the department TGRIP reporting requirements, liaise with landlords, and coordinate mediation and conflict resolution as appropriate. This candidate will be required to provide extensive supports to and coordinate among their staff along with being responsible for team coordination, attending and coordinating all meetings internally and set out by the City of Toronto, monitoring team activities and caseloads, be available during daily hours of operation in addition to afterhours and over the weekends when required. This position supports and works on workers caseloads on a temporary basis in the event of absenteeism due to emergency, sick or vacation.

MAJOR DUTIES:

- Review and monitor SMIS case management records of each team member on a weekly basis
- Assign and distribute new referrals equally amongst EPIC workers on a timely basis, preferably within the same business day
- Hire and train new staff, performance management, supportive supervision, and performance appraisals of EPIC staff
- Attend all meetings set out by the City of Toronto and provide updates of meetings to both staff and Manager via email or in person as appropriate
- Attend UHHS department meeting, leadership meeting and EPIC team meeting, and others as required
- Organize and lead regular team meetings and debriefs
- Liaise with City of Toronto EPIC Supervisor/ equivalent regarding any matters related to the program
- Ensure caseloads, monthly spreadsheets and statistical reports are prepared and filed as required
- Coordinate and monitor team activities relating to staff attendance, expense claims, client service data entry, and reporting
- Coordinate with UHHS program managers and coordinators for City's TGRIP mid year and year end reporting
- Support clients during times when staff are absent
- Organize all program information and provide report updates to City of Toronto when required
- Create a landlord contact list for staff to consult with to assist with re-housing situations and circulating list to team members
- Other tasks as required

REQUIREMENTS & QUALIFICATIONS:

- A diploma or degree in Social Work or relevant field pertinent to this work or equivalent combination of years of relevant work experience, skills and trainings
- Minimum 2 years' experience in a leadership role and 4 years' experience in community or social service organizations, particularly in housing supports
- Experience supervising or coordinating staff, preferably in a unionized environment;
- Good oral and written communication skills
- Strong and flexible problem-solving ability
- Understanding of the issues facing vulnerable tenants
- Skills in assessment, case management, advocacy, and negotiation
- Knowledge of community resources and community services
- Access to a personal vehicle that can be used for work is an asset
- Knowledge of the social services and community resources available, and how to access them
- Competence in the use of computer software, and familiarity with using a database.
- The ability to work with minimal supervision.
- The skill and patience to work under pressure while maintaining a calm, patient manner.
- The willingness and flexibility to alter work schedules and regular duties to accommodate the needs of the program clients.

To apply, submit your resume and cover letter with "TNG2022-242" 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