

### Home Help Worker

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community.

The Home Help Worker provides in-home light housekeeping services to seniors and people with disabilities who are frail, vulnerable and/or suffering from social isolation.

#### Responsibilities:

- Assist clients and/or their caregivers with their light housekeeping tasks such as cleaning (vacuuming, dusting), laundry, shopping, errands (accompanying the client, for example, to the bank), and meal preparation;
- Assist clients and/or caregivers in maintaining a clean and safe living environment;
- Monitor the client's mental/physical health and their capacity for self-care;
- Report incidents, changes and observations regarding the client's well-being to the Home Support Team Leader for follow-up;
- Attend to personal injuries by following procedures;
- Document services provided to clients to assist in service evaluation reports and funding proposals;
- Participate as a team member on planning initiatives, in-House committees or activities, and providing other related assistance as required.

#### Qualifications:

- Knowledge is required of the in-home needs of seniors, of the frail, chronically ill, palliative and/or cognitively impaired and individuals living with disabilities in the community;
- Excellent interpersonal skills, with the ability to work as a service oriented staff member;
- Sensitivity towards the needs of clients from diverse cultures and backgrounds;
- Physical ability to provide program services such as light housekeeping, vacuuming, laundry, meal preparation, running errands and assisting clients and/or caregivers with their daily activities;
- Ability to respond to emergencies by following procedures;
- Ability to work staggered shifts, including evenings, overnight and weekends, and to be available on-call if required;
- Good written and verbal language skills in English;
- Ability to speak Portuguese or another language relevant to client group is required.

## External Job Posting

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**Status:** Full Time (Bargaining Unit Position)  
**Start Date:** ASAP  
**Hours:** 35 hours (including evenings and weekends)  
**Rate:** \$15.38 per hour  
**Unit:** Older Adult Centre  
**Immediate Supervisor:** Coordinator, Home Support  
**Posting Date:** October 3, 2017  
**Closing Date:** October 17, 2017  
**Note:** West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

**Please reply in writing by the closing date to:**

Hiring Committee  
248 Ossington Ave.  
Toronto, Ontario  
M6J 3A2  
[jobs@westnh.org](mailto:jobs@westnh.org)