

### **Program Worker, Visiting – Social and Safety**

**Do you have a vibrant personality, great creativity and the ability to drive the implementation of new ideas, can think “outside the box”, have excellent communication and interpersonal skills and a desire to change the world?**

West Neighbourhood House, a multi-service community agency working with west-central Toronto neighbourhoods, is looking for a highly motivated individual to join its Seniors Community Development team.

The successful candidate will be familiar with community development and cultural interpretation models used in program planning, delivery, evaluation while bringing excellent storytelling, writing and curation skills. The individual selected for this position will be responsible for the Visiting-Social & Safety (VSS) Program, collect participants' stories, write and curate content using different mediums such as: art showcases, newsletters, program reports, local media and social media.

As a member of the Seniors Community Development team, the successful candidate will also participate in Team, Unit and House-wide activities as required.

#### **Responsibilities:**

- Plan, implement, deliver and evaluate all aspects of the VSS program;
- Conduct face-to-face interviews for getting to know participants and volunteers; assess the interests and needs of each individual, document, develop and implement activation plans.
- Receive all volunteers referred into the program, assessing their suitability and providing orientation, training, direction plus on-going support;
- Develop new ways of documenting information and implementing cultural change to care and participant activity planning by exploring a participant story approach as an alternative to traditional forms of case documentation.
- Supervise and monitor participant/volunteer partnerships and to make appropriate referrals when other services are required;
- Promote program activities within the immediate multi-cultural community, local and social media, other Agencies and also by facilitating information sessions with interested groups;
- Compile and maintain statistics, records and other documentation as required by funders; gather anecdotal information for reports and proposals; develop program procedures, compile and maintain client and visitation records or other documentation;
- Provide ongoing training and support to volunteer visitors, callers, social media and learning clubs volunteer co-facilitators;
- Provide cultural interpretation at Health Promotion/General Geriatrics weekly workshops, maintain attendance list and collect statistical information;
- Co-organize and co-facilitate volunteer training series as well as facilitate volunteers and caregivers access to educational opportunities provided by other organizations e.g. seniors organizations, hospitals patient education, hospice services; Alzheimer Society etc.

## External Job Posting

- Assist with Social and Congregate Dining - lunch room, staff program, maintain attendance list and collect statistical information;
- Provide support to the Seniors Community Development Coordinator as required;
- Participate as an Older Adult Centre - Seniors Community Development team member, and in Unit, in-House committees, House-wide events, joint initiatives between programs and other activities as required;
- Provide other related assistance as required.

### Qualifications:

- Degree or diploma in social sciences, gerontology, activation, community development, volunteer management or equivalent experience;
- Excellent storytelling, writing and curation skills;
- Excellent presentation, interpersonal and communication skills;
- **Excellent written and verbal skills in English and Portuguese required;**
- Good understanding of interpretation methods applied to audiences and settings;
- Minimum one year experience working with older adults and persons with different abilities;
- Experience in developing and writing program procedures in clear language;
- Demonstrated group facilitation skills and understanding of community development;
- Minimum one year experience recruiting, training and supervising volunteers in a multicultural setting;
- Demonstrated ability to work with diverse ethno-racial communities;
- Demonstrated experience working in a multi-disciplinary team, as well as on your own;
- Ability to work both independently and collaboratively with a team;
- Ability to cope effectively with a heavy workload of groups and individuals;
- Knowledge of client database, and word processing skills;
- Flexibility to work from various locations and work settings;
- Ability to work evening and weekend hours is required.

<b>Status:</b>	Permanent Full Time (bargaining unit position)
<b>Start Date:</b>	ASAP
<b>Hours:</b>	35 per week (including Saturdays and Tuesday evenings)
<b>Rate:</b>	\$23.79 per hour
<b>Unit:</b>	Older Adult Centre
<b>Immediate Supervisor:</b>	Coordinator, Seniors Community Development
<b>Posting Date:</b>	January 16, 2017
<b>Closing Date:</b>	January 30, 2017
<b>Note:</b>	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.

## External Job Posting

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**Please send resumes by 5:00 pm on the closing date to:**

Human Resources Administrator  
588 Queen St. W.  
Toronto, ON  
M6J 1E3  
[melissawo@westnh.org](mailto:melissawo@westnh.org)