

Program Worker, Meals on Wheels

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 Program Worker, Meals on Wheels supports the delivery and co-ordination of the Meals on Wheels Program by providing meals to clients within the catchment area on a year-round, 6 days-a-week basis. The Program Worker, Meals on Wheels also assists the Transportation Program on a regular basis.

Responsibilities:

- receiving volunteers referred to the program, providing orientation, training and on-going support/assistance; scheduling volunteers, matching to drivers and clients;
- maintaining the volunteer database
- receiving, processing and reviewing referrals from intake and other service provider; following-up to obtain further information or clarification;
- maintaining an awareness of the general health and condition of the clients;
- assisting the coordinator in meal planning and scheduling, planning delivery routes and maps; updating or changing with the addition of new clients or as required;
- assisting with the monthly billing, inputting into the computer and following-up on fees collection;
- ordering meals from contracted source on a regular or ad hoc basis in accordance with requests by clients, numbers of clients and dietary requirements/preferences;
- monitoring the daily delivery run and the interactions of volunteers while on delivery, to ensure the smooth daily operation of the program; follow up with participants according to feedback from staff and/or volunteers;
- assisting with program delivery, especially during peak periods or when short staffed;
- maintaining the program area in a clean and orderly state;
- assisting the Transportation program, as required;
- compiling and maintaining statistics, records and other documentation as required by funders;
- contribute to the life of the staff team through active participation, planning initiatives, evaluation, program development, committees and House-wide events.
- other duties as required.

Qualifications:

- Well-developed planning, organisational, problem solving and analytical skills in order to ensure the efficient operation of a 6 days-a-week, year-round program and its delivery systems;
- Demonstrated experience in support services for seniors in general and of the Meals on Wheels program in particular;
- Skill in the assessment of client needs, (intake) program planning and evaluation;

External Job Posting

- Knowledge is required of the dietary and other needs of older adults, or those who are frail, vulnerable or suffering from social isolation within a multi-cultural community;
- Knowledge is required of the services provided in the House and those available within the west-central Toronto area to provide referral;
- Ability to provide direction/support to volunteers and to resolve conflicts between the program stakeholders;
- Ability to meet multiple demands in a fast-paced work environment;
- Ability to lift 5 – 10 lbs, travel, walk distances (up to 500 m), climb stairs;
- Excellent interpersonal, verbal and written skills are required to promote the program within the immediate community, to train and orient staff/volunteers, and respond to complaints or requests from the clients;
- Computer literate, with knowledge of database (CIMS) and word processing software;
- **Ability to speak a second language relevant to the clientele served is required;**
- Ability to regularly work weekends and statutory holidays on a rotating basis;
- Possession of a valid driver's licence is required and access to own vehicle is an asset.

Status: Contract (1 Year)
Start Date: ASAP
Hours: 35 per week plus weekend work required
Rate: \$23.39
Unit: Older Adult Centre
Immediate Supervisor: Coordinator, Adult Day Services
Posting Date: May 28, 2019
Closing Date: June 11, 2019
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 send resumes by 5:00 pm on the closing date to:

Hiring Committee
248 Ossington Ave.
Toronto, Ontario
M6J 3A2
dianade@westnh.org