

Program Assistant, Home Support Program

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 Assistant, Home Support Program assists the Home Support Coordinator and Team Leaders in the delivery of Homemaking, Home Help and Respite Care programs which provide in-home support services to frail and/or elderly clients on seven days/week basis.

Responsibilities:

- Assisting Team Leaders with producing bi-weekly schedules; receiving calls from staff or clients regarding requests, complaints, incidents; logging tokens and Presto Cards for distribution to staff, and with in-home visits and spot checks;
- Preparing VHA Billing and change forms before the deadline on a weekly basis;
- Preparing HAL Billing on a monthly basis;
- Maintain awareness of daily scheduled client visits, movement and location of staff to facilitate immediate contact, noting and advising on changes in scheduled visits;
- Assist with conducting home visits to clients of the In Home programs to ensure service plans and other documentation are in place and to monitor client satisfaction;
- Monitoring staff, conducting spots checks (through telephony on CIMS and in person) to ensure punctuality and compliance with service plan;
- Maintaining client files, reconcile and record returned schedules and timesheets, calculating sick time, produce mileage reports, filing, updating lists, and other office related duties;
- Be on call on a rotating basis from Monday p.m. to Monday a.m., providing information in accordance with established procedures and guidelines; re-arranging established work schedules as required on short notice, (i.e. staff not available) and notifying client/caregiver;
- Providing assistance to other OAC programs as required/assigned;
- Participating on House activities and with other tasks as required.

Qualifications:

- Extensive working knowledge of Office 365 - including Excel- sufficient to produce a variety of documents such as correspondence, memos, forms, statistical reports, etc. by performing the full range of functions;
- Experience and working knowledge of CIMS is a strong asset;
- Good English writing skills;
- **Oral fluency in Portuguese is required;**
- Well-developed organisational and scheduling skills to maintain administrative systems, track program activities and to schedule client visits;
- Familiarity with the client group, (older adults and those who are frail, vulnerable or suffering from social isolation) and their in-home personal needs;

West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

External Job Posting

- Good interpersonal, verbal and cross-cultural communication skills, tact and diplomacy with the ability to work collegially with a variety of staff;
- Flexibility to be immediately available for on call duties in evenings and weekends for designated periods of time;
- Flexibility at short notice, to be able to start early morning shifts and work staggered shifts.

Status: Permanent Full Time
Start Date: ASAP
Hours: 35 hours per week
Rate: \$20.35
Unit: Older Adult Centre
Immediate Supervisor: Coordinator, Home Support
Posting Date: June 5, 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