

### **Personal Support Worker, Parkdale Assisted Living (Overnight On Call Emergency Response)**

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. Our programs are delivered annually to approximately 18,000 people of all ages by a dedicated team of approximately 235 staff and over 1,400 volunteers.

The Personal Support Worker provides in-home personal care and light housekeeping services to seniors and people with disabilities who are frail, vulnerable and/or suffering from social isolation. Individuals may live in the community or in a supportive housing environment.

#### **Responsibilities:**

- Carrying a cell phone and responding to Assisted Living High Risk clients' calls in the community and at West Lodge/Springhurst between 9:30 pm and 6 am;
- Attending to personal emergencies or crises at West Lodge/Springhurst and in the community if required between 9:30 pm and 6 am;
- Checking in with the client in person if necessary within 15 minutes of the call;
- Calling 911 when appropriate and waiting for the paramedics;
- Providing hands-on personal care as needed for such activities as bathing, dressing, toileting, grooming/hygiene, preparing meals, adhering to dietary restrictions, monitoring medications and ensuring medications are taken properly;
- Documenting occurrences and following up with team leader/coordinator;
- Documenting services provided to clients to assist in service evaluation reports and funding proposals;
- Participating as a team member on planning initiatives, in-House committees or activities;
- Provide assistance with other tasks as required.

#### **Qualifications:**

- Personal Support Worker (PSW) Certification
- 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;
- Physical ability to provide program services such as personal and hygiene care, light housekeeping duties and to physically assist the clients with transferring from bed to chairs, wheelchairs and washrooms;
- Skills in crisis intervention combined with excellent interpersonal and verbal skills in order to interact with clients, their families and their caregivers, and to provide support and empathy, in a multi-cultural community setting;

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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

- Ability to be on call and attending to personal emergencies or crises at West Lodge/Springhurst and in the community if required between 9:30 pm and 6 am (including weekends and statutory holidays).
- **Must be available to respond to clients during emergencies and be able to arrive at the client's home within 15 minutes of the call. In order to do so, staff must live in an the catchment area bounded by King St. W./Roncesvalles Ave./Bloor St. W./Ossington Ave.**
- CPR and First Aid Certification an asset;
- Good written and verbal language skills in English;
- Ability to speak a second language is an asset.

**Status:** Casual Part Time (Bargaining Unit Position)  
**Start Date:** ASAP  
**Hours:** on call overnight from 9:30 pm and 6 am for a one-week period  
**Rate:** \$200 per week for carrying and responding to phone calls plus minimum 2 hours at \$20.15/hour (direct care) for outcalls (plus 5% vacation pay, 6% in lieu of benefits, 12.5 vacation days and 3 discretionary days)  
**Unit:** Older Adult Centre  
**Immediate Supervisor:** Coordinator, Home Support  
**Posting Date:** April 8, 2020  
**Closing Date:** Ongoing Recruitment – Apply ASAP  
**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 to:**

Hiring Committee  
588 Queen St. W.  
Toronto, Ontario  
M6J 1E3  
[dianade@westnh.org](mailto:dianade@westnh.org)