

Program Worker, Adult Day Services

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 Adult Day Program offers a variety of community-based activities to older adults and persons with age related conditions and individualized care plans. **Program is available both in-centre and at-home**, and activities include cognitive stimulation, meditation, relaxation and physical exercises as well as respite care, health promotion and a variety of other supports to caregivers.

The successful candidate will be part of a multi-disciplinary team reporting to the Manager of Community Programs - Adult Day Services (Older Adult Centre). The responsibilities of this position include but are not limited to monitoring the overall day to day functioning of the program and provide orientation/support to program staff, participants, families, and caregivers and assisting in the planning, executing and evaluation of programs that maintain and promote the physical, emotional and cognitive well-being of the Adult Day Services participants.

West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, people with disabilities, women and people of all sexual orientations and gender identities/expressions. Applicants with lived experience as a participant of West Neighbourhood House programs, or related programming from similar organizations, are also strongly encouraged to apply.

West Neighbourhood House will provide accommodation throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please indicate the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

Responsibilities:

- Assisting with the development, implementation and monitoring of participants the care plans;
- Monitoring, assessing and reporting the client's functioning, (cognitive and physical status), self-care capacity, support, security and service needs as well as the social circumstances of the client, the family and the caregiver;
- Providing Day Program in-home assessments to provide services at home as well as to implement virtual care activities;
- Providing hands-on assistance with activities of daily living; including assisting with personal care and medication reminders;
- Monitoring the program and at-home activities to ensure that the clients are actively engaged;
- Resolving crises or conflicts between participants or with the activities;
- Documenting and maintaining progress notes;
- Ensuring health and safety practices are followed in the program area and at Client's homes;
- Maintaining and ordering adequate supplies for program activities;
- Recording client's daily attendance and maintain progress notes;

- Planning and providing special events or celebrations;
- Gathering, compiling and maintaining program statistics or records;
- Assisting with client and staff scheduling during absences;
- Participating in program activities, on long-term planning initiatives, on in-house committees, initiatives or activities.

Qualifications:

- Post-secondary education and relevant experience in Activation, Gerontology, Recreational Therapy Nursing or Social Services;
- 2-5 years' experience working with cognitively impaired, frail and disabled older adults in a formal program setting and ADS at home;
- Strong organizational skills and the ability to multi-task;
- Strong team development and leadership skills;
- Intermediate to advanced knowledge and experience with video conferencing software in order to facilitate virtual care activities;
- Ability to travel in the community;
- Demonstrated skill in crisis intervention, conflict resolution, and group work;
- Well-developed written skills to complete documentation, progress notes, incident reports;
- Well-developed verbal communication skills, to work in a multi-ethnic, multi-racial community setting, with proven cross-cultural communication skills;
- Skill in program planning, implementing, and evaluating;
- Ability to physically provide program services and activities, including food preparation, feeding and cleaning of program area, toileting, personal and hygiene care, assist with mobility;
- Ability to work within a team setting and individually;
- Fluency in a second language is a strong asset;
- Computer skills are essential: familiarity with Office 365, experience with Alayacare, Caredove and Trapeze or other databases is an asset and willingness to be trained in evolving software is expected;
- Ability to drive a program vehicle is a requirement.

Status:	Permanent Full Time (CUPE Local 3393 Bargaining Unit Position)
Existing Vacancy:	Yes
Start Date:	ASAP
Hours:	35 hours per week (Weekly schedules between 8:00 a.m. and 9:00 p.m., 5 days a week between Sunday-Saturday) Occasionally this position may also require outside regular work hours for emergency situations. The position is mobile and may require remote work and significant travel between program locations and home visits.
Rate:	\$25.77 per hour
Unit:	Older Adult Centre
Immediate Supervisor:	Program Manager, Adult Day Services
Posting Date:	March 10, 2026
Closing Date:	March 17, 2026
Note:	All Adult Day Program employees are required to be fully vaccinated as a condition of hire in accordance with the West Neighbourhood House Covid-19 Vaccination Policy.



Internal Job Posting

Please send your resume and cover letter clearly indicating “Program Worker, Adult Day Services” by 5:00 pm on the closing date to:

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