

Personal Support Worker

West Neighbourhood 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 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.

West Neighbourhood House is actively seeking qualified applications from Indigenous, Black and People of Colour, persons with disabilities, women and persons 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:

- Attending to clients and/or their caregivers by providing support and respite; monitoring the in-home environment, their mental/physical health and their self-care capacity;
- Reporting incidents, changes or observations regarding clients' well-being; responding to requests, providing assistance as needed and following up on issues;
- Attending to personal emergencies or crises; documenting occurrences and following up with Program staff;
- 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;
- Assisting clients and/or their caregivers with their light housekeeping tasks such as cleaning (vacuuming, dusting), laundry, shopping, errands (accompanying the client, for example, to the bank and medical appointments);
- Assisting clients and caregivers in maintaining a clean and safe living environment;
- 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;
- Providing other related assistance as required.

Qualifications:

- Personal Support Worker (PSW) Certification from an accredited institution;
- 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;
- Skill is also required in crisis intervention, with good 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 ;
- Ability to work staggered shifts, including evenings, overnight and weekends, and to be available on-call if required;
- CPR and First Aid Certification an asset;
- Good written and verbal language skills in English;
- Ability to speak a language relevant to the client group is an asset.

Status:	Permanent Part Time (Bargaining Unit Position)
Existing Vacancy:	Yes
Start Date:	ASAP
Hours:	Up to 40 hours per week
Rate:	\$26.60/hour as of April 1, 2026 (direct care) \$20.51/hour as of April 1, 2026 (non-direct care) (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:	March 14, 2024
Closing Date:	Ongoing recruitment. Resumes will be considered as they arrive
Note:	All Personal Support Workers are required to be fully vaccinated as a condition of hire in accordance with the West Neighbourhood House Covid-19 Vaccination Policy

Please send resumes and cover letters to:

Hiring Committee
588 Queen St. W.
Toronto, ON
M6J 1E3
jobs@westnh.org