

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.

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:

- 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.

External Job Posting

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;
- 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 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)
Existing Vacancy:	Yes
Start Date:	ASAP
Hours:	On call overnight from 9:30 pm and 6:00 am for a one-week period
Rate:	\$200 per week for carrying and responding to phone calls plus minimum 2 hours at \$26.60/hour as of April 1, 2026 (direct care) for outcalls (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 your cover letter and resumes to:

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