

Internal Job Posting

Program Worker, Visiting and Health Promotion

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.

Do you have a vibrant, creative personality, and the ability to drive the implementation of new ideas? Do you have excellent communication and interpersonal skills, can think “outside the box”, and have a desire to change the world?

The successful candidate will be familiar with community development and cultural interpretation models used in program planning, delivery, evaluation while bringing excellent storytelling, writing and curation skills. The successful candidate will be responsible for the Visiting-Social & Safety (VSS) Program, connecting socially isolated participants with community volunteers and supporting them. VSS Program program worker will also be responsible for collecting participants’ stories, writing, and curating content using different mediums such as art showcases, quarterly newsletters, program reports, local media and a broad range of social media platforms.

As a member of the Seniors Community Development team, the successful candidate will also participate in Team, Older Adult Centre and House-wide activities as required.

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 NH 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:

- Plan, implement, deliver and evaluate all aspects of the VSS program;
- Conduct face-to-face interviews to build supportive relationships with participants and volunteers;
- Assess the interests and needs of individuals, document, develop and implement activation plans;
- Coordinate and orientate all volunteers referred into the program, assessing their suitability and providing orientation, training, direction plus on-going support;
- Develop new ways of documenting information and promoting independence and positive change by exploring a participant story approach as an alternative to traditional forms of case documentation;
- Supervise and monitor participant-volunteer partnerships and make appropriate referrals when other services are required (e.g., Case Management);

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

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- Promote program activities within the immediate multi-cultural community, local and social media, other Agencies and also by facilitating information sessions with interested groups;
- Compile and maintain statistics, records and other documentation as required by funders; e.g., gather anecdotal information for reports and proposals; develop program procedures, compile and maintain client and visitation records or other documentation;
- Provide ongoing training and support to volunteer visitors, callers, social media and learning clubs, and volunteer co-facilitators;
- Provide cultural interpretation at Health Promotion/General Geriatrics weekly workshops, maintain attendance list and collect statistical information;
- Co-organize and co-facilitate volunteer training series as well as facilitate volunteers and caregivers access to educational opportunities provided by other organizations e.g. seniors organizations, hospitals, patient education, hospice services; Alzheimer Society etc.;
- Assist with Social and Congregate Dining activities, e.g., support delivery, maintain attendance lists, and collect statistical information;
- Participate as a member of the Older Adult Centre, on in-House committees, at House-wide events, in joint initiatives, and at external opportunities as required;
- Provide other related assistance as required.

Qualifications:

- Degree or diploma in social sciences, gerontology, activation, community development, volunteer supervision or equivalent experience;
- Proven experience engaging participants both in-person and virtually in creative and artistic ways e.g., through visual arts, or by utilizing storytelling, writing and curations skills;
- Excellent presentation, interpersonal and communication skills;
- **Fluency (written and verbal) in English and Portuguese is required;**
- Good understanding of interpretation methods applied to audiences and settings;
- Minimum one year experience working with older adults and persons with different abilities;
- Experience in developing and writing program procedures;
- Demonstrated group facilitation skills and a thorough understanding of community development;
- Minimum one year experience recruiting, training and supervising volunteers;
- Demonstrated ability to work with diverse, ethno-racial communities, with a commitment to the principles of Diversity, Equity and Inclusion;
- Demonstrated ability to work independently and as part of a multi-disciplinary team;
- Ability to cope effectively with a heavy workload, comprising of working with individuals and groups, and maintaining effective administrative practices;
- Excellent knowledge of Zoom, Messenger, Facebook, Skype, WhatsApp, and other online platforms;
- Knowledge of data collection, entry and analysis using electronic databases (e.g., Alayacare);
- Excellent working knowledge of virtual work environments and Office 365;
- Flexibility to work from various locations and work settings;
- Ability to work evenings and weekends on rotation and as required.

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Status: Permanent Full Time (CUPE Local 3393 Bargaining Unit Position)
Existing Vacancy: Yes
Start Date: ASAP
Hours: 35 per week (including weekend and evening hours on rotation)
Rate: \$28.59 per hour (4 weeks' vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit: Older Adult Centre
Immediate Supervisor: Manager, Community Programs Older Adult Centre
Posting Date: June 30, 2026
Closing Date: July 8, 2026

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

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