

Internal Job Posting

Team Leader, Transportation (Contract)

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 Transportation Team Leader position is primarily responsible for the day-to-day operations of the Transportation Program as well as for providing daily support and backup to the Meals on Wheels (MOW) Program. The program provides rides to eligible seniors and persons with disabilities to medical appointments, van shopping, social, health & wellness activities as well as supporting programs such as the Adult Day Program and Home at Last. This position is part of the Meals-on-Wheels and Transportation Team and reports to the Program Manager.

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:

- Works collaboratively with Team members and takes initiative and leadership to help enhance Transportation related activities across the Older Adult Centre (OAC) unit;
- Assigns priorities, provides day-to-day support, front-line supervision and evaluation of Transportation activities and staff team; assisting in recruiting, orienting and training of program staff;
- Provides expert knowledge and professional practice leadership to develop solutions/care delivery models for exceptional care;
- Prepares client care plans with the care team, including input from participants/caregivers;
- Plans and schedules staff drivers, organizes and schedules daily rides for medical appointments, hospital discharges, social visits, shopping trips, Adult Day Program and refers/schedules other rides as required;
- Participates in Toronto RIDE (TR); works with TR partners to meet client needs; prepares TR reports and statistics as required;
- Works closely with the drivers to ensure smooth running of daily transportation schedule and reports;
- Provides backup to drivers, including transporting participants when required;
- Follow up with referrals received; enters information in client management database;
- Collects and verifies the input of all statistical information related to transportation rides provided across OAC programs i.e. Home At Last, Adult Day Program and Transportation Program;

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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- Assists in outreach to the community to increase awareness of transportation services;
- Provides support to the MOW crew during delivery and is available to help troubleshoot as needed;
- Provides daily back up to the MOW Team Leader, duties include scheduling volunteer drivers, office duties, answering client inquiries, starting new clients on MOW routes, and problem solving with food supplier;
- Provides effective guidance, training and support to the volunteers of the MOW Program;
- Works on a scheduled rotation and provide back up to other staff as needed;
- Participates as a team member of the OAC Team and House, engaging in cross-program working groups, House committees, House-wide events, and joint initiatives between House programs and partners;
- Provides other related assistance and/or other duties as required.

Qualifications:

- Minimum of 3 years of experience in community support services;
- Excellent skills in conducting needs assessments, supporting crisis intervention, understanding mental health issues and providing support to effectively respond to and resolve staff or client requests, complaints or dealing with emergency situations;
- Well-developed planning, organisational, problem solving and analytical skills in order to ensure the efficient operation of a 6 days-a-week, year-round program;
- Ability to facilitate assignment training, provide supervisory support and conduct orientation and smooth onboarding of new staff and volunteers;
- Demonstrated experience in support services for seniors in general and of Transportation program in particular;
- Ontario driver's license (G) drivers license for a minimum of three years and clean driving record is required. F Licence is a strong asset;
- Knowledge or willingness to be trained about the programs, services, activities and internal processes of the House, and of its staff in order to support the work of various program teams;
- Excellent computer skills and good working knowledge of virtual work environments and Office 365;
- Good working knowledge of database management systems such as Alayacare and Trapeze;
- Knowledge and experience working with seniors and persons with disabilities is essential;
- Excellent interpersonal, verbal, and cross-cultural communication skills, tact, and diplomacy with the ability to work collegially with a variety of staff and community partner;
- Demonstrated cultural understanding of equity seeking groups in catchment area and/or ability to speak a language relevant to catchment area;
- Ability to lift 5 – 10 lbs, travel, walk distances (up to 500 m), climb stairs;
- Knowledge and understanding of community development;
- Must be available to work shifts on weekends and holidays plus occasional evenings;
- Access to own vehicle an asset;
- A second language relevant to the participant population is an asset.

NOTE: Saturday and statutory holiday work will be required on a rotation basis.

Status: Contract 5 Months (CUPE Local 3393 Bargaining Unit Position)
Start Date: As soon as possible
Hours: 35 hours per week (including evenings, weekends, holidays)

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Rate: \$28.14 per hour
Unit: Older Adult Centre
Immediate Supervisor: Manager of Community Programs, Older Adult Centre
Posting Date: July 17, 2025
Closing Date: July 24, 2025

Please submit your cover letter and resume clearly indicating “Team Leader, Transportation - Contract” by 5:00 p.m. on the closing date to:

Manager of Community Programs, Older Adult Centre
248 Ossington Ave.
Toronto, Ontario
M6J 3A2
tenzinng@westnh.org