

## External Job Posting

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### **Contract Program Worker, Personal Support Worker (PSW) Lead**

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 Home Support/Parkdale Assisted (HS/PAL) Living program position works collaboratively with Team Leaders to support and co-ordinate the scheduling and delivery of the Home Support Programs: Homemaking, Home Help, Respite Care and Parkdale Assisted Living. The program provides remote and in-home care and support to meet the needs of frail, disabled, chronically ill, and/or vulnerable older adults with special requirements, seven days per week on a 24-hour basis.

**West Neighbourhood House is actively seeking 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:**

- Attending Delegated Acts training from the Health Care Providers (Nurse, PT, OT) and provide hands on training to program in-home staff/PSWs;
- **Supporting the ALC Team with the training and orientation of new staff/PSWs;**
- **Participating in Care Team planning, home assessments and consultations;**
- Supporting the Team Leaders and Coordinators with the delivery of Assisted Living and Home Support program activities;
- Assigning tasks to PSW staff, prioritizing work and providing day-to-day support;
- Ensuring safe and timely delivery and/or medication reminders in accordance with policies and procedures and monitoring the medication log;
- Monitoring daily interactions of care staff with clients, noting and reporting incidents for follow up, responding to and resolving any issues or problems reported by the Team Leaders;
- Informing the Team Leaders or Coordinators of the need for an adjustment of schedule in short term situations, and ensuring continuity of service;
- Working with the team to resolve in-home issues and responsive behaviours as well as encouraging innovative approaches and promote client independence;
- Ensuring procedures, risk management policies and health and safety guidelines are followed;
- Compiling records and other documentation as required;
- Documenting and updating clients' files both hard and computerized on client management data base

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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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(Alayacare);

- Provide backup support for the HS/PAL Team on an on-call, rotating basis as required;
- Participating as a team member on the on-going evaluation, development and maintenance of the program as well as on Unit and House committees, events and joint initiatives;
- Support other West Neighbourhood House programs and Neighbourhood Care Team as needed;
- Performing other duties as assigned;

### Qualifications:

- Personal Support Worker Certificate from a recognized institution;
- Demonstrated experience in Assisted Living and Community Home Care;
- Knowledge of the in-home needs of frail, chronically ill, cognitively impaired, elderly and or persons with disabilities, as obtained through appropriate experience and/or education;
- Physical ability to provide hygiene and personal care, light housekeeping duties and to assist the clients with transferring from bed to chairs, wheelchairs and washrooms, as required;
- Excellent written/verbal communication skills to successfully respond to complaints or requests, as well as ability to establish and maintain rapport with clients
- Demonstrated 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;
- First Aid/CPR Certificate is required;
- Computer literacy and knowledge of Office 365 and Alayacare is an asset;
- Excellent organizational, communication and interpersonal skills;
- Ability to work independently and as part of a Team;
- Ability to observe and recognize changes in clients;
- Ability to work evenings and weekends on a rotation basis and overnight on-call as required;
- Residence in West Neighbourhood House catchment area is an asset
- Food Safety Training and WHMIS an asset;
- Good written and verbal language skills in English;
- Ability to speak a second language relevant to participants' population is an asset.
- Note: **Required** to be readily available by Teams/work cell phone to respond questions/emergencies after-hours and weekends when scheduled to work.

<b>Status:</b>	Contract to March 31, 2024 (bargaining unit position)
<b>Start Date:</b>	ASAP
<b>Hours:</b>	35 hours per week (rotating schedules, evening and weekend and availability mandatory)
<b>Rate:</b>	\$25.44 (under review)
<b>Unit:</b>	Older Adult Centre
<b>Immediate Supervisor:</b>	Coordinator, Home Support
<b>Posting Date:</b>	January 13, 2023
<b>Closing Date:</b>	January 27, 2023
<b>Note:</b>	<b>All Home Support employees are required to be fully vaccinated as a condition of hire in accordance with the West Neighbourhood House Covid-19 Vaccination Policy</b>



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**Please send resumes and cover letters by 5:00 pm on the closing date to:**

Hiring Committee  
248 Ossington Ave.  
Toronto, Ontario  
M6J 3A2  
[jobs@westnh.org](mailto:jobs@westnh.org)

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*A United Way Member Agency*

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