
Internal/External Job Posting

Manager of Home Care and Community Supports

We seek a skilled supervisor/coach to support the continued high quality performance of staff and teams providing home and community services for local seniors and adults with disabilities.

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 diverse programs and community development activities support approximately 16,000 people of all ages annually in addition to ongoing public policy development and advocacy on social and economic issues.

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 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:

- Leads continued professional development, training, support, and coaching of unionized frontline staff and frontline supervisors in community and home care programs in the House, with attention to implementing diversity, equity and inclusion/anti-racism and anti-oppression practices;
- Creatively develops and implements recruitment and training strategies to ensure appropriate staffing;
- Develop and implement innovative approaches to community work and home care delivery in consultation and coordination with staff teams, partner organizations, and networks such as Ontario Health Teams;
- Ensures ongoing quality improvement and meeting accreditation standards for operations and programming;
- Participates in management team planning and decision-making and provides backup support to colleagues on the management team;
- Participates in staff meetings, House committees, events and other activities; and
- other duties as required.

Qualifications:

- Education and training equivalent to an undergraduate degree in social work, human resources,

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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health administration, industrial relations or related fields;

- Minimum 3 years experience as a supervisor working in human services (e.g. health, social services) with a demonstrated ability to train, coach and support frontline staff;
- Understanding of community healthcare as a sector;
- Understanding of the theories and dynamics of supervision and organizational behaviour;
- Excellent interpersonal skills including fairness, teamwork, communication skills, understanding and appreciation of diversity, equity and inclusion and anti-racism/anti-oppression principles;
- Demonstrated experience and initiative in problem-solving and conflict resolution;
- Willingness and commitment to continual learning, including changes in community healthcare, evolving technologies and communication processes, and reflections about diversity, equity and inclusion/belonging;
- Demonstrated curiosity, initiative, and interest in quality improvement and innovation, including new organizational structures and processes;
- An understanding and commitment to privacy and confidentiality;
- Meticulous attention to detail and ability to organize and manage work;
- Ability to travel between locations occasionally. This position will have the option to work sometimes remotely (e.g. from home) as negotiated with the Director of the Older Adult Centre;
- Ability to work or be on call evenings, weekends and overnight as needed;

Status: Permanent Full Time (non-bargaining unit position)
Start Date: as soon as possible
Hours: 35 hours per week
Rate: \$75,000/yr (4 weeks vacation, paid sick days, floater days, full benefits package after 3 months, RRSP contribution at 5% after 1 yr)
Immediate Supervisor: Director of Older Adult Centre
Posting Date: September 9, 2022
Closing Date: September 25, 2022
Note: **All West Neighbourhood House employees 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 resume by 5:00 pm on the closing date to:

Hiring Committee
248 Ossington Avenue
Toronto, ON
M6J 3A2
jobs@westnh.org