

## Internal Job Posting

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### **PSW Team Leader, Home Support Services/Parkdale Assisted Living (HSS/PAL)**

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 (HSS/PAL) Living PSW Team Leader position works collaboratively with Program Team Leaders to support and co-ordinate service delivery and the scheduling of the Parkdale Assisted Living and Home Support Programs: Homemaking, Home Help and Respite Care. The program provides remote and in-home care and support to meet the needs of frail, chronically ill, and/or vulnerable older adults with special requirements, and individuals with disabilities, 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:**

- Working collaboratively with the staff team in the delivery of Assisted Living and Home Support program activities;
- Assessing the needs of clients through in-home and remote visits to determine level of supports required;
- Attending Delegated Acts training from the Health Care Providers (Nurse, PT, OT) and provide hands on training to program in-home staff/PSWs;
- Receiving and processing requests for services from internal and external referral sources including: Ontario Health atHome for VHA and Assisted Living, Client & Family Services for Home Help, Respite Care and special projects. Creating client files, both hard and computerized on client management data base (Alayacare);
- Maintaining all aspects of the PAL Care Phone/Remote Care Monitoring including inventory, emergency response, client agreements, correspondence with the monitoring company, installation, monitoring, testing, reporting and orientation; reporting any issues related to the monitoring system/Remote Care Monitoring partnership;
- Scheduling Home Support staff according to client needs, and matching clients to Home Support staff, confirming dates and times; creating schedules on a weekly basis and maintaining schedules

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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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- for staff on separate master schedules for reference, changing and updating schedules daily;
- Assigning tasks to PSW staff, prioritizing work and providing day-to-day support;
  - Working with the team to resolve in-home issues and responsive behaviours as well as encouraging innovative approaches and promote client independence;
  - 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 PSWs;
  - Providing expert knowledge and professional practice leadership to develop solutions/care delivery models for exceptional care;
  - Ensuring procedures, risk management policies and health and safety guidelines are followed;
  - Documenting and updating clients' files both hard and computerized on client management data base (Alayacare);
  - Compiling records and other documentation as required; document and record all changes pertaining to the care of the clients in the service plan and client files;
  - Providing HS/PAL Team weekend and evening coverage on a rotating basis;
  - 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;
  - Supporting 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, or suffering from mental health issues, addiction or social isolation, within a multi-cultural community, as obtained through appropriate experience and/or education;
- Excellent skills in conducting needs assessments, supporting crisis intervention, understanding mental health issues and providing case management support to effectively respond to and resolve staff or client requests, complaints or dealing with emergency situations;
- Demonstrated ability to plan, implement and problem solve in order to ensure the efficient and continuous operation of a 24-hour, 7 days-a-week program and its delivery systems;
- 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;

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- 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 promptly address questions and respond to emergencies when scheduled to work, including evenings and weekends.

<b>Status:</b>	Contract to March 31, 2025 (CUPE Local 3393 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>	\$28.14 per hour (\$200/week when on-call overnight)
<b>Unit:</b>	Older Adult Centre
<b>Immediate Supervisor:</b>	Home Support Services, Coordinator
<b>Posting Date:</b>	October 30, 2024
<b>Closing Date:</b>	November 6, 2024
<b>Note:</b>	<b>All PSW Team Leaders are required to be fully vaccinated as a condition of hire in accordance with the West Neighbourhood House Covid-19 Vaccination Policy.</b>

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

Hiring Committee  
[patriciago@westnh.org](mailto:patriciago@westnh.org)