

Internal Job Posting

Personal Support Worker, Intensive Case Management (Eviction Prevention)

West Neighbourhood 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 programs are delivered annually to approximately 16,000 people of all ages by a dedicated team of approximately 235 staff and over 1,000 volunteers.

This position reports to the Manager of Case Management Services

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:

- Embody anti-racist, anti-oppressive, equity-seeking practice in all aspects of work, including with participants, community members, volunteers, neighbours, West NH staff, stakeholders, networks, and others
- Provides activities of daily living services to a caseload of adults as referred by the Case Manager/Manager
- Provides accompaniments in some cases, for example, to the bank, grocery store and medical appointments
- Identifies any potential safety issues in the home
- Assists clients with light housekeeping tasks such as cleaning (vacuuming, dusting), laundry
- Performs administrative tasks as required, for example documentation
- Contributes to the life of the staff team through active participation in meetings, retreats, debriefings, program, and other House-wide events

Qualifications:

- Personal Support Worker (PSW) Certification from an accredited institution
- Must have a high degree of comfort working in a client's home with clients who may have mental health and substance use challenges
- Highly developed understanding of mental health and substance use challenges

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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- Physical ability to provide program services such as personal and hygiene care and light housekeeping duties
- Must have good crisis intervention, interpersonal and communication skills
- CPR and First Aid Certification an asset
- Good written and verbal language skills in English.

Status: Permanent Full Time (CUPE Local 3393 Bargaining Unit Position)
Start Date: ASAP
Hours: 35 per week Monday – Friday
Rate: \$25.07 (4 weeks vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Immediate Supervisor: Manager of Case Management
Posting Date: April 2, 2024
Closing Date: April 9, 2024

Please send your cover letter and resume by 5:00pm on the closing date to:

Manager, Case Management
248 Ossington Ave.
Toronto, ON
M6J 3A2
jessicali@westnh.org