

### **Relief Program Assistant, Meals on Wheels & Transportation**

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.

The Meals on Wheels program delivers meals to meet the needs of frail, disabled, chronically ill, and/or vulnerable older adults with special requirements, seven days per week. The Transportation Program provides rides to frail seniors, 5 days a week. You will support the Meals on Wheels program delivery and assist with supporting the Transportation program.

**West Neighbourhood House is actively seeking applications from Indigenous, Black and People of Colour, people with disabilities, women and people 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.**

#### **Requirements:**

- Assist in meal ordering, heating, delivery, route updating and record keeping;
- Provide support to program team as required including driving and running as needed;
- Assist in client intake assessments, maintaining a supportive and professional relationship with clients, caregivers and other providers;
- Assist in the training and support of volunteers, volunteer scheduling and monitoring;
- Assist in problem solving and respond to emergencies involving clients and volunteers;
- Provide support to transportation program when required including driving;
- Provide support to Team and Unit as required;
- Perform other duties as required.

#### **Qualifications:**

- Knowledge of the needs of persons who are frail, chronically ill, cognitively impaired and palliative elderly or persons with disabilities;
- Computer literacy, good working knowledge of Office 365 including excel spreadsheets, client database management (Alayacare), coupled with an ability to produce letters, memos, forms, concise statistical and narrative reports;
- Ability to lift 5 – 10 lbs, travel, walk distances (up to 500 m), climb stairs;
- Excellent interpersonal, verbal cross cultural communication skills, to assist in the training and orientation of volunteers, and respond to concerns, requests or complaints from the clients;

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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.

## External Job Posting

- Ability to provide direction/support to volunteers and resolve conflicts between the program stakeholders;
- Ability to work collegially with a variety of staff and volunteers;
- Ability to meet multiple demands in a fast-paced work environment;
- Demonstrated cultural understanding of equity seeking groups in catchment area and/or ability to speak a language relevant to catchment area;
- Experience working in a team;
- Knowledge of the services provided in the House and of those available within the Mid-West and West Toronto subregions to provide referral;
- Availability to work mainly on Wednesday and Friday from 9AM-12PM and Saturdays from 8:30 AM to 3:30 PM (includes one-hour non-paid lunch break)
- Flexibility to work regularly on weekends;
- Possession of a valid driver's license is required;

**Status:** Relief (CUPE Local 3393 Bargaining Unit Position)  
**Start Date:** ASAP  
**Hours:** on call as required  
**Rate:** \$21.33 per hour (5% vacation pay, 6% in lieu of benefits, 3 discretionary days)  
**Unit:** Older Adult Centre  
**Immediate Supervisor:** Coordinator, Meals on Wheels and Transportation  
**Posting Date:** January 31, 2024  
**Closing Date:** February 14, 2024

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

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