

**Team Leader Home Care  
Home Support Programs (Contract)**

**West Neighbourhood House** (West NH) is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West NH 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 works collaboratively with other 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 support services to frail and/or elderly clients on a 24 hours/day, seven days/week basis.

**West NH 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 NH 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:**

- plan and organize the delivery of in-home and remote services in conjunction with the Coordinators;
- assess the needs of clients through in-home and remote visits to determine level of supports required;
- receive and process requests for services from internal and external referral sources including: HCCSS for VHA and PAL, Client & Family Services for Home Help, Respite Care and special projects. Creating client files, both hard and computerized on client management data base (Alayacare);
- provide expert knowledge and professional practice leadership to develop solutions/care delivery models for exceptional care
- prepare client care plans with the care team, including input from participants/caregivers;
- work with team to resolve in-home issues and responsive behaviours;
- schedule 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 for staff on separate master schedules for reference, changing and updating schedules daily;
- provide backup support for the Home Support Programs Team on an on-call, rotating basis from Monday p.m. to the following Monday a.m.;
- document and record all changes pertaining to the care of the clients in the service plan and client files;

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

- distribute client service plans and convey updates to Home Support staff in-person or virtually;
- ensure delivery of services according to referral sources/programs and HCCSS/VHA requests; documenting and reporting incidents, changes, observations regarding clients to relevant sources; following up and resolving any problems, issues or concerns expressed by the staff or clients in conjunction with the Home Care Coordinator;
- provide in-home assessments and service evaluation according to the guidelines provided by OHT collaborations and funders;
- maintain centralized digital client files and case management for all clients enrolled in programs; monitor changes in client service needs and adjust services accordingly; monitor services provided by Home Support Staff and give feedback to Coordinator for evaluation;
- assist Coordinators with assigning priorities, provide day-to-day support, front-line supervision and evaluation of Home Support staff; assisting Coordinators in recruiting, orienting and training of Home Support staff;
- assist Home Support Coordinator with the recruiting, orienting, training and supervising of Home Support Staff;
- participate as a team member of the OAC unit, engage in unit cross program working groups, house committees, staff assembly/retreats, House-wide events, joint initiatives between house programs and other activities, providing other related assistance as required;
- support the program, unit and house with other related duties as required.;

### Qualifications:

- excellent communication and interpersonal skills;
- **Ability to speak Mandarin and/or Cantonese is required in order to address the needs of the clients in the program.**
- demonstrated knowledge of the in-home needs of older adults and their caregivers, or those who are frail, disabled, vulnerable or suffering from mental health issues, addiction or social isolation, within a multi-cultural community, as obtained through education in nursing, social work, gerontology, mental health or equivalent experience;
- 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;
- ability to facilitate assignment training, provide supervisory support and conduct orientation and smooth onboarding of new staff;
- excellent computer skills, with knowledge of client database management (Alayacare) and office 365;
- demonstrated understanding of diversity, equity and inclusion in the workplace;
- ability to work independently as well as part of a larger team;
- ability to work evenings and weekends on a rotation basis and on-call as required;
- Required to be readily available by Teams/work cell phone to respond questions/emergencies after-hours and weekends when scheduled to work.

## External Job Posting

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**Status:** Contract to December 1, 2022  
**Start Date:** ASAP  
**Hours:** 35 hours per week (staggered shifts required, including weekend and evening hours)  
**Rate:** \$26.34 per hour  
**Unit:** Older Adult Centre  
**Immediate Supervisor:** Coordinator, Home Care  
**Posting Date:** November 25, 2021  
**Closing Date:** December 9, 2021  
**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 submit your resume by 5:00 p.m. on the closing date to:**

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