

Internal Job Posting

Team Leader, Visiting and Social Safety

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.

West Neighbourhood House seeks a highly motivated individual to join its Seniors Community Development team. The individual selected for this hybrid position (in-person and remote) will be primarily responsible for the day-to-day operations of the Visiting Social and Safety (VSS), and West Active Learning and Living Centre (WALLC), which operate Monday to Saturday throughout the year.

Through the VSS program, volunteers promote companionship and support through home visits and/or regular phone calls to older adults and/or adults with disabilities, assisting them to maintain social contact and integrate more effectively into the community. In addition, with the support of a volunteer or facilitator, program participants also engage in social media activities through the social media and art studio clubs to connect with family members and to broaden their network of friends and support systems.

Therefore, the successful candidate will have broad experience of applying community development and cultural interpretation models to program planning, delivery, and evaluation, with a focus on diversity, equity, and inclusion. They will also bring excellent storytelling, curation, interpersonal and communication skills to effectively provide direction to program staff, volunteers and students to foster and maintain positive relationships with the participant community.

The Team Leader is part of the Seniors Community Development (Seniors CD) team and reports to the Program Manager. They will also provide leadership and support to the other programs within the Seniors Community Development Programs cluster, e.g., Health Promotion and Education, Social Congregate Dining and Portuguese Women 55+.

West Neighbourhood House is actively seeking qualified 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:

- Assigns priorities, provides day-to-day support, front-line supervision and evaluation of VSS and HP program activities and staff team; assisting in recruiting, orienting and training program staff;

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- Leads the coordination, planning and evaluation of all VSS and HP initiatives across program locations, including 248 Ossington Avenue, 20/25 West Lodge Avenue and 1447 King St West;
- Works closely with the Volunteer and Communications programs to coordinate and orient all volunteers referred into the program, assessing their suitability and providing orientation, training, direction plus on-going support;
- Oversee the involvement of participants and volunteers in program planning/delivery and operation of the programs;
- Receives, processes and reviews referrals from intake and other service providers; following-up to obtain further information or clarification;
- Supervise and monitor staff, participant and volunteer partnerships and make appropriate referrals when other services are required (e.g., Case Management);
- Works collaboratively with Team members and takes initiative and leadership to help enhance VSS and HP activities across the Older Adult Centre (OAC) unit and across the House;
- Organize and co-facilitate volunteer training series as well as facilitate volunteers and caregivers access to educational opportunities provided by other organizations e.g. seniors organizations, hospitals, patient education, hospice services; Alzheimer Society etc;
- In consultation with the Program Manager, co-facilitate Volunteer meetings, and provide ongoing leadership support to this group;
- Contributes to client care plans with the interdisciplinary care team, including input from participants caregivers and their support networks;
- Assists the Program Manager with budgetary processes, e.g., reviewing monthly expenditure and other duties as relevant to Team Leader decision making responsibilities;
- Provides supervision to placement students and interns, in consultation with the Program Manager;
- Assists with delivering activities, especially during peak periods, to cover absence or for special events;
- Compiles and maintains statistical data, records and other documentation as required by funders;
- Provides backup support to WALLC Team Leader position;
- Works on a scheduled rotation to support the Seniors CD program as required;
- Participates as a team member of the OAC Team and House, engaging in cross-program working groups, House committees, House-wide events, and joint initiatives between House programs and partners;
- Provides other related assistance and/or other duties as required.

Qualifications:

- Excellent knowledge of community-based seniors programming in a multi-cultural, multi-lingual environment, with particular emphasis on the effects of the ageing process, the capabilities, and limitations of seniors. This knowledge would be obtained through a minimum of three years' experience or training and education in recreation management, gerontology activation, community development or volunteer supervision;
- Proven experience designing and delivering engaging, creative and artistic content to engage participants both in-person and virtually, e.g., through visual arts, or by utilizing storytelling, writing and curation;
- Excellent knowledge and demonstrable skills in leadership, group dynamics and facilitation styles, community development, needs assessment, problem-solving and conflict resolution, de-escalation, and mediation between individuals and groups;
- Well-developed planning, organisational, problem solving and analytical skills in order to ensure the efficient operation of six (6) days-a-week, year-round programs;

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- Minimum two years' experience recruiting, training and supervising volunteers;
- Ability to facilitate training, provide supervisory support and conduct orientation to ensure smooth onboarding of new staff, students and volunteers;
- Knowledge is required of the services provided in the House and those available within the west-central Toronto area to provide referrals and seek out new partnerships and opportunities for collaboration;
- Ability to provide direction/support to staff, students and/or volunteers, and to resolve conflicts between the program stakeholders if/as they arise;
- Excellent interpersonal, verbal and written skills so as to promote the program within the immediate community, to train and orient staff, students and/or volunteers, and respond to complaints or requests from community members;
- Demonstrated cultural understanding of equity seeking groups in catchment area and/or the ability to speak a language relevant to the catchment area of West Neighbourhood House;
- Excellent knowledge of Zoom, Messenger, Facebook, Skype, WhatsApp, and other online platforms;
- Computer literacy, e.g., good working knowledge of Office 365 including excel spreadsheets, client database management (Alayacare), coupled with an ability to produce statistical and narrative reports;
- The ability to regularly work Saturdays and evenings on a rotating basis.

Status:	Permanent Full Time (CUPE Local 3393 Bargaining Unit position)
Start Date:	ASAP
Hours:	35 hours per week (including evenings, weekends, holidays)
Rate:	\$28.14 per hour (4 weeks' vacation, paid sick days, 3 floater days, full benefits package after 3 months, Multi-Sector Pension Plan after 6 months)
Unit:	Older Adult Centre
Immediate Supervisor:	Program Manager
Posting Date:	March 13, 2025
Closing Date:	March 20, 2025
Note:	The Team Leader is 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 and cover letter clearly indicating “Team Leader, Visiting Social & Safety” by 5:00 p.m. on the closing date to:

Program Manager, Seniors Community Development Programs
248 Ossington Ave.
Toronto, Ontario
M6J 3A2
nicoca@westnh.org