

External Job Posting

Parkdale Assisted Living - Case Management Lead

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 Seniors' and Caregivers – Parkdale Assisted Living Case Management Lead serves as the point of access for all Older Adult Centre (OAC) programs through intake, assessment and referral. The Case Manager provides support, information, referral and case management, and advocates with/ on behalf of older adults, persons with disabilities or their caregivers, who are suffering from social isolation or poverty by virtue of being frail, and/or vulnerable. This Case Management Lead position has responsibility for ensuring smooth case management services are delivered to all Parkdale Assisted Living participants. This position is located at 20 West Lodge and 248 Ossington Ave.

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:

- Conducting home visits and developing individual care plans with all Parkdale Assisted Living participants prior to participant being assigned a permanent Case Manager from the team;
- Coordinating care plans for Right Place of Care participants and Enhanced Community Supports for Alternate Level of Care participants transitioning to the Parkdale Assisted Living program;
- Ongoing and effective coordination with Ontario Health at Home;
- Care coordination collaboratively with Enhanced Community Supports and Parkdale Assisted Living Teams;
- Carrying a caseload of ongoing participants in the Case Management program;
- Conducting needs assessments for OAC program participants;
- Coordination of appropriate interventions and monitoring;

West Neighbourhood House is an equal opportunity employer. We thank all applicants, but only those candidates to be interviewed will be contacted.

A United Way Member Agency

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- Providing advocacy, information and referral, crisis intervention;
- Maintaining up-to-date case management files, including assessments, care plans and progress notes; compiling statistics;
- Leading and facilitating support groups and workshops;
- Assisting in the development and delivery of outreach strategies for seniors in the community, participating on community-based networks addressing seniors' and caregiver's issues;
- Participating as a team member of the programs, training/orienting staff, students and volunteers;
- Assisting with program planning initiatives, the on-going evaluation, development and maintenance of all aspects of the program; participating on in-House committees, events, and joint initiatives between programs;
- Providing other related assistance as required.

Qualifications:

- Demonstrable skill in client assessment, case management, crisis management, service planning and co-ordination, as attained through a university degree in Social Work (e.g. BSW);
- Active membership in the College of Social Workers and Social Service Workers (or in process of acquiring membership) is required;
- Experience with the interRAI CHA;
- Minimum 3 years' experience in direct service delivery to seniors and individuals with disabilities and those who are frail, vulnerable or suffering from mental health issues, addiction and social isolation in a diverse ethno-racial community;
- Extensive knowledge of the issues arising from aging, disabilities, deteriorating mental/physical health and of the conditions which contribute to social isolation;
- Excellent organizational, interpersonal, verbal and written skills e.g. used in excellent case note taking;
- Strong computer literacy, familiar with client management databases and web-based environments;
- Good understanding of community based and community support services in Toronto;
- Demonstrated experience working in a multi-disciplinary team, as well as independently;
- Possession of a valid Driver's License is an asset;
- Flexibility to work from various locations and work settings, including remotely;
- Ability to work evening and weekend hours is required;
- Experience conducting virtual case management activities with participants, families and other care providers such as assessments over the phone, case videoconferencing etc.

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Status: Full time Permanent (CUPE Local 3393 Bargaining Unit Position)
Start Date: ASAP
Hours: 35 hours per week (5 days/week, including Saturdays and evenings on a rotating basis)
Rate: \$30.69 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: Coordinator, Case Management
Interview: To be conducted in person or virtually
Posting Date: October 7, 2025
Closing Date: Posting open until filled. Please apply ASAP.

Please submit your resume and cover letter clearly indicating “Parkdale Assisted Living - Case Management Lead” by 5:00 p.m. on the closing date to:

Hiring Committee
588 Queen Street West
Toronto, Ontario
M6J 1E3
jobs@westnh.org