

External Job Posting

Program Aide, Adult Day Services (ADS) Enhanced Community Supports

West Neighbourhood House, formerly known as 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 Adult Day Services are community day programs to support individuals with dementia (or cognitive impairments) and/or physical or mobility challenges in participating in meaningful social programming and engagement.

The Program Aide will work collaboratively with the Adult Day Services Care Team to provide support and facilitate access to virtual care and Adult Day Program at Home Visits.

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:

- Facilitate access to virtual care, recreational and socialization activities from client's homes.
- Engage, encourage, and assist clients with activities that meet individual and group needs.
- Assist with activities of daily living; hands-on personal care such as dressing, toileting, grooming/hygiene, preparing meals, adhering to dietary restrictions, medication reminders as needed.
- Attend to clients and/or their caregivers by providing support and respite; monitoring the in-home environment, their mental/physical health and their self-care capacity.
- Accompany clients to and from their homes for outings and/or other activities.
- Other duties as assigned.

Qualifications:

- Personal Support Worker (PSW) Certification from an accredited institution or demonstrated experience in community support services/working with older adults and individuals with special needs.

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- Demonstrated knowledge, training and experience in working with individuals suffering from Dementia; other forms of cognitive impairments as well as individuals who are frail, vulnerable or suffering social isolation within-cultural community.
- Demonstrated knowledge, training and experience in working with responsive behaviours and crisis intervention.
- Good interpersonal and verbal skills in order to interact with clients, their families and their caregivers, and to provide support and empathy.
- Ability to work staggered shifts, including evenings and weekends.
- Knowledge of modern technology is required.
- Verbal fluency in a second language is an asset.
- Possession of a driver's license is an asset.

Status: 2 Long Term Contracts 1.5 Years (2 CUPE Local 3393 Bargaining Unit Positions)
Start Date: ASAP
Hours: 35 hours per week
Rate: \$25.86 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: Community Programs Manager, Older Adult Centre
Posting Date: November 4, 2025
Closing Date: November 18, 2025
Note: **All Program Aides are required to be fully vaccinated as a condition of hire in accordance with the West Neighbourhood House Covid-19 Vaccination Policy.**

Please send your resume and cover letter clearly indicating "Program Aide, Adult Day Services Enhanced Community Supports" by 5:00 pm on the closing date to:

Hiring Committee
248 Ossington Ave
Toronto, Ontario
M6J 3A2
jobs@westnh.org