

### **Program Worker, Personal Support Worker (PSW) 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 program worker/PSW care team lead position works collaboratively with ALC Lead Coordinator and Program Team Leaders to support and co-ordinate the scheduling and delivery of the Adult Day Program, and Home Support Programs: Homemaking, Home Help, Respite Care and Parkdale Assisted Living (PAL). The Adult Day Program is a multilingual service that offers social and recreational activities for people with physical and health challenges, and cognitive impairments. The Home Support and PAL programs provide remote and in-home care and support to meet the needs of frail, disabled, chronically ill, and/or vulnerable older adults with special requirements, seven days per week on a 24-hour basis.

**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 NH 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:**

- Attending Delegated Acts training from the Health Care Providers (Nurse, PT, OT) and provide hands on training to program in-home staff/PSWs;
- Supporting the Alternate Level of Care (ALC) Team with the training and orientation of new staff/PSWs;
- Participating in Care Team planning, home assessments and consultations;
- Supporting the Team Leaders and Coordinators with the delivery of Assisted Living, Home Support and Adult Day @home program activities;
- Assigning tasks to PSW staff, prioritizing work and providing day-to-day support;
- Ensuring safe and timely delivery and/or medication reminders in accordance with policies and procedures and monitoring the medication log;
- Monitoring daily interactions of care staff with clients, noting and reporting incidents for follow up, responding to and resolving any issues or problems reported by the Team Leaders;
- Informing the Team Leaders or Coordinators of the need for an adjustment of schedule in short term situations, and ensuring continuity of service;
- Working with the team to resolve in-home issues and responsive behaviours as well as encouraging innovative approaches and promote client independence;
- Ensuring procedures, risk management policies and health and safety guidelines are followed;

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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

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- Compiling records and other documentation as required;
- Documenting and updating clients' files both hard and computerized on client management data base (Alayacare);
- Providing backup support for the Home Support/PAL Team on an on-call, rotating basis as required;
- Attending scheduled training and team meetings as required;
- Participating as a team member on planning initiatives, in-House committees or activities;
- Providing other related assistance to the Older Adult Centre programs as required;
- Performing other duties as assigned.

### Qualifications:

- Personal Support Worker Certificate from an accredited institution;
- Demonstrated experience in Assisted Living and Community Home Care;
- Knowledge of the in-home needs of seniors, who may be frail, chronically ill, palliative, cognitively impaired, and/or living with disabilities in the community, as obtained through appropriate experience and/or education;
- Physical ability to provide hygiene and personal care, light housekeeping duties and to assist the clients with transferring from bed to chairs, wheelchairs and washrooms, as required;
- Excellent written/verbal communication skills to successfully respond to complaints or requests, as well as ability to establish and maintain rapport with clients;
- Demonstrated skills in crisis intervention combined with excellent interpersonal and verbal skills in order to interact with clients, their families and their caregivers, and to provide support and empathy, in a multi-cultural community setting;
- First Aid/CPR Certificate is required;
- Computer literacy and knowledge of Office 365 and Alayacare is an asset;
- Excellent organizational, communication and interpersonal skills;
- Ability to work independently and as part of a Team;
- Ability to observe and recognize changes in clients;
- Ability to work evenings and weekends on a rotation basis and overnight on-call as required;
- Food Safety Training and WHMIS an asset;
- Good written and verbal language skills in English;
- Verbal fluency in a language relevant to program demographics (Cantonese, Mandarin, Vietnamese, Italian, Spanish, Portuguese, etc.) is an asset;
- Residing within the West Neighbourhood catchment area is an asset;
- Possession of a valid driver's license and access to a vehicle is an asset.
- Note: 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 until March 31, 2027 (CUPE Local 3393 Bargaining Unit Position)  
**Existing Vacancy:** Yes  
**Start Date:** ASAP  
**Hours:** 35 hours per week (rotating schedules, evening and weekend availability mandatory)  
**Rate:** \$28.59 per hour  
**Unit:** Older Adult Centre  
**Immediate Supervisor:** Coordinator, Home Support  
**Posting Date:** June 19, 2026  
**Closing Date:** July 03, 2026

**Note:** **All Program Worker, PSW Leads 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 Worker, PSW Lead - Contract” by 5:00 pm on the closing date to:**

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