

<b>Organization:</b> TNO - THE NEIGHBOURHOOD ORGANIZATION	<b>Department:</b> Family and Wellness
<b>Program/Project:</b> Personal Support Services for Low Acuity Home Care Clients	<b>Position Title:</b> Personal Support Services Supervisor
<b>Location and Hours of Work:</b> TNO sites and offsite 35 hours per week	<b>Position Type:</b> Full Time
<b>Expected Start date:</b> ASAP	

TNO - THE NEIGHBOURHOOD ORGANIZATION (TNO, formerly *Thornccliffe Neighbourhood Office*) is a community based multicultural, multi-service agency, which offers a broad range of programs to serve Thornccliffe Park, Flemingdon Park, and the surrounding communities through strengthening the quality of individual and community life.

TNO is actively searching for a **Personal Support Services Supervisor (Registered Nurse (RN) or Registered Practical Nurse (RPN))** to support and supervise the Community Support Liaison (CSL) team for Low Acuity Home Care Clients in Thornccliffe Park, Flemingdon Park, and the surrounding communities.

### Program Summary

The Personal Support Services (PSS) for Low Acuity Home Care program will assist older adults aged 55+ in Thornccliffe Park and surrounding areas, this includes assisting seniors by mobilizing the necessary Primary Care, Allied Care and Community Care supports. This program will support and enable seniors to age at home, remain connected to health care and support services through integrated service delivery, ensuring seniors are connected to appropriate service providers. This program will also coordinate the provision of travel, interpretation, respite services, primary care, companionship, social/leisure activities and other community health services within our inter-agency and local partner frameworks.

**The Personal Support Services Supervisor** reports to the Manager of Health & Wellness ~ Integrated Services for Seniors.

### Main Tasks & Responsibilities

- Lead and direct the CSL team to deliver service experience that meet client needs and expectations; this includes supervising, coaching and supporting the CSL team to provide high quality client focused service that complies with standards of practice as well as company policies.
- Assess or arrange for the initial and ongoing assessments of clients requiring unlicensed care and service as appropriate.
- Ensure the establishment of an effective patient-related Care Plan consistent with funder service plan.
- Assess and develop and/or ensure that care plans are available for clients as appropriate; visit clients as required and update care plans as appropriate.
- Communicate regularly with CSL Team, Manager and Interdisciplinary Team regarding any complex Care Plan changes in condition and risk issues.
- Conduct in-home visits as per TNO's policy to assess client needs.
- Receive and review referrals/requests from various sources.
- Support the scheduling of non-routine/complex clients.
- Collaborate with internal and external health care team as appropriate.
- Review, implement and comply with all policies and procedures as directed.
- Maintain current and accurate documentation of all patient charts/records (in-home/electronic/office).
- Generate reports and perform statistical analysis.
- Ensure that all client concerns and complaints are addressed and documented in a timely manner.

- Proactively promote Health and Safety activities and investigate and thoroughly document all accidents and escalate all time-sensitive documentation to the Manager.
- Develop and strengthen a positive working relationship with clients, TNO staff and other service providers.
- Actively participates in internal and external committees and community functions.
- Attend and participate in inter-disciplinary team meetings.
- Conduct and/or arrange training sessions and educational opportunities for CSL team.
- Continually improves professional development.
- Demonstrate knowledge of Standards of Practice guidelines of Provincial regulating body.
- Communicate and work closely with CSL scheduler.
- Other duties as assigned.

## **Qualifications and Experience Required**

- Regulated health professional RN/RPN with a minimum 2 years' practical experience.
- Experience supervising a team, preferably a team of Personal Support Service Workers, Community Support Liaisons or comparable.
- Solid knowledge of principles, practices and methods of community nursing and service delivery to clients.
- Previous work experience in a community based, inter-disciplinary environment.
- Thorough knowledge of and demonstrated proficiency in the practice of health promotion, community development and determinants of health strategies.
- Ability to understand and respond to changing community needs.
- 1-3 years' experience working with vulnerable populations, low-income, multi-racial and multi-lingual newcomer communities.
- Experience working from an integrated anti-oppression and LGBTQ+ positive framework
- Experience planning, implementing and evaluating programs.
- Experience building and maintaining relationships with clients, internal and external teams and stakeholders.
- Passionate about community health and health promotion.
- Excellent organizational and team building skills.
- Ability to work independently and collaboratively in an inter-disciplinary team environment.
- Strong time management and organizational skills.
- Excellent written and spoken English communication skills; ability to speak additional language is considered an asset.
- Knowledge of catchment areas is an asset.
- Valid driver's license and current CPR/First Aid/ AED certification.
- Commitment to continuous learning.

## **Working Conditions**

**Hours of Work** - Regular hours for 35 hours per week, and flexible between 8:30AM to 8:00PM. Evening and weekend work may be required as decided by program requirements.

**Location** - This position will be located within any of TNO's service locations based on community and program requirements. Locations for this position may be added or moved to new addresses in the future according to the community and program requirements.

## **Hiring Conditions**

**Vaccination Requirement** – As a condition of employment, TNO requires all new hires to provide proof of full vaccination against COVID-19 prior to the start date of employment. Applicants who have appropriate

written proof of a medical reason, or a reason pursuant to the Ontario Human Rights Code for not being fully vaccinated against COVID-19, may provide such documentation to the Human Resources department for accommodation consideration. Such situations will be considered on a case-by-case basis.

**Screening** - As a condition of employment, the successful applicant must complete a Vulnerable Sector Screening.

**How to apply**

To apply for the position candidates are requested to send a copy of their application (cover letter, resume and any other document supporting your candidature) to Human Resources. **This position will remain open until filled.**

[CLICK HERE TO APPLY](#)

TNO – THE NEIGHBOURHOOD ORGANIZATION - 1 Leaside Park Drive, Unit, # 7 Toronto, Ontario, M4H 1R1.

TNO is committed to employment equity initiatives. We encourage residents of Thorncliffe Park, Flemingdon Park, and surrounding communities, and people who are racialized, Indigenous, people from the 2SLGBTQI+ community, people with disabilities and other equity seeking groups to apply.

TNO is an equal opportunity employer. Accommodation will be provided in accordance with the Ontario Human Rights Code. Should you require accommodation at any stage of the recruitment process, please contact 416-467-0126.

*We thank all applicants for their interest but only those selected for further consideration will be contacted. For more information visit: <http://www.tno-toronto.org>*