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| Organization: TNO - THE NEIGHBOURHOOD ORGANIZATION | Department: Family and Wellness |
| Program/Project: Personal Support Services for Low Acuity Home Care Clients | Position Title: PSS Community Support Liaison |
| Location and Hours of Work: TNO sites and offsite 35 hours per week | Position Type: Full Time/ Part-Time/ On-Call |
| Expected Start date: 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, Flemington Park, and the surrounding communities through strengthening the quality of individual and community life.

TNO is actively searching for **PSS Community Support Liaisons** to join a new program **Personal Support Services (PSS) for Low Acuity Home Care Clients in Thornccliffe Park & Flemington Park.** **We also have additional positions in St. James Town.**

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.

Reporting to the Supervisor, Integrated Services for Seniors,

PSS Community Support Liaison will use individualized person-centered approaches to client care, this includes supporting all activities of daily living (ADL's), from personal care/hygiene, to light housekeeping, providing reminders, supervision, escorting to appointments/errands, support or companionship related to overall health/wellbeing, leisure, education, fitness, wellness and social activities according to established individual care plans.

- Some seniors with special needs may require additional supports or closer monitoring
- Ensuring the fulfillment of individual goals and needs based on the client's individualized care plan
- Ensuring the health, safety, welfare, and independence of clients to age in place
- Supporting the social and emotional needs of each client to meet their social determinants of health

Main Tasks & Responsibilities

- Caring for people and families during periods of illness or recovery
- Providing bedside and personal care to clients and help them move, bathe, groom and get dressed and undressed
- Planning and preparation of meals
- Helping with light housekeeping - for example, laundry, washing dishes, making beds. Assisting clients with errands and chores
- Supporting clients in booking and preparing for appointments
- Accompanying clients to appointments/leisure in the community
- Spending time talking and connecting with clients
- Co-operate in maintaining complete and confidential records for each client.
- Ensures all the health and safety protocols are met, notifies immediate supervisor when there is cause for concern.
- Listen, observe and communicate any concerns or changes in the clients physical, emotional health or the home environment.
- Ensure infection prevention and control practices are implemented according to best practice PH guidelines.
- To actively participate in ongoing educational opportunities and transmits information to the rest of the care team.
- Follows all policies and procedures established by the organization as they pertain to employee conduct and performance.

Qualifications and Experience Required

Education

- Minimum High School Diploma, preferred Diploma in Personal Support Worker, Community College Diploma or equivalent with a specialization preferably in Health, Social Services or Community based studies, or willingness to be trained.

Experience

- 1-3 years' experience working with vulnerable populations.
- Experience working with low-income, multi-racial, multi-lingual newcomer communities.
- Experience working from an integrated anti-oppression, LGBTQ+ positive framework.
- Thorough knowledge of and demonstrated proficiency in the practice of health promotion, community development and determinants of health strategies.
- Work experience in a community based, inter-disciplinary environment.
- Experience planning, implementing and evaluating programs.
- Passionate about community health and health promotion.
- Excellent organizational and team building skills.
- Ability to understand and respond to changing community needs.
- Ability to work independently and collaboratively in an inter-disciplinary team environment.
- Excellent written and spoken English communication skills; ability to speak additional language is considered an asset.
- Knowledge of catchment areas is an asset.

Working Conditions:

Hours of Work - Regular hours for 35 hours per week, and flexible between 8:30AM to 8:00PM based on programming. Evening and weekend work will 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 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>.