

Community Support Liaison (Senior Services)

TNO - The Neighbourhood Organization (TNO) is a well-established community-based social and health service agency providing a wide range of programs and services supporting low-income and newcomer communities across Ontario and sometimes across different provinces through online services and referrals. We are seeking two **Community Support Liaisons** to join our team in **full-time permanent** roles. TNO is a great place to work and we make a difference in the communities we serve.

An ideal candidate for this position would possess a **Personal Support Worker certificate**. Additionally, **experience working with seniors** as well as experience working with low-income, multi-racial, multi-lingual newcomer communities is essential. Strong oral and written communication skills in English are essential, and proficiency in a second language is an asset.

DUTIES & RESPONSIBILITIES

- 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
- 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
- Helping with light housekeeping, e.g., laundry, washing dishes, making beds.
- Planning, preparing meals, and 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
- Liaise with other social services agencies and health care providers involved with clients
- Act as a resource to the community and actively conduct outreach to the community.
- Actively participate in community development activities including advocacy, outreach and community engagement.
- Conduct health education/promotion workshops on Personal Support Services and wellness and other issues based on the needs of the community and in support of TNO programming
- Recruit and manage Community Ambassadors as required.
- Participate in the planning, implementation, and evaluation of Social Work goals

- Participate in the committees, team meeting and working groups of TNO
- Maintain program statistics for purposes of evaluation and research
- Conduct follow-up assessments
- Obtain information and prepare reports or case histories
- Prepare statistical and annual reports as required
- Support TNO outreach activities and program's community development activities
- Jointly with service partners, conducts program promotion in community social landmarks Supports outreach activities with other TNO departments and services

Vaccination Requirement – You must be fully vaccinated against COVID-19, subject to any valid medical or religious exemption from vaccination as provided by the Ontario Human Rights Code.

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

Job Type: Full-time permanent position

Work Location(s): St James Town Community Corner - 200 Wellesley St E, Toronto, ON M4X 1G3 and TNO locations.

Schedule: Monday to Friday, 9 a.m. to 5 p.m. – Some evenings and weekends may be required

Benefits:

- Extended Health Care
- Health Spending Account
- Professional Development Support
- Employee Assistance Program (EAP)
- Travel Insurance
- Life Insurance and Long-Term Disability
- Registered Retirement Savings Plan (RRSP)
- Social activities organized by the organization
- Public transportation nearby

Application Process: Please submit your resume by email with “Application for Community Support Liaison” in the subject line to recruitment@tno-toronto.org by May 19, 2024. We thank all applicants for their interest, but only those selected for further consideration will be contacted.

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 let us know. We thank all applicants for their interest but only those selected for further consideration will be contacted.