



# North York Seniors Centre Employment Opportunity

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## **Supervisor, In-Home Services**

Assisted Living

Full Time, 18 Month Contract

Flexible work hours may include some evenings and weekends

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*North York Seniors Centre* provides programs and services to promote the physical, emotional and social well-being of adults 55+ living in our diverse community.

This position reports to the Manager, In-Home Services

### **Responsibilities:**

- Conduct client in home assessments and re-assessments and prepare client care plan in accordance to the service's eligibility criteria and guidelines.
- Refer clients internally and / or externally when client change in health condition; prepare and submit client status reports and maintain client database accurate and current
- Conduct in-home spot check to monitor quality of service and client's health status; identify health and safety hazards and update care plan
- Receive and respond to client concerns and referrals
- Recruit, orient, counsel, discipline and terminate personal support workers as required
- Supervise, monitor, train and direct workers level of performance and scheduling work hours
- Follow the on-call schedule, monitor the cell phone after office hours and on weekends
- Liaise with other service providers and case coordinators regarding client issues.
- Promote and maintain a high standard of customer service that is client focused
- Participate in continuous quality improvement processes and assist In-Home Services Team with research and development of best practices

### **Qualifications / Skills:**

**Education:** Degree or diploma in RPN, Gerontology, Health or Social Services  
**Experience:** 2 or more years working with frail and cognitively impaired seniors/adults  
**Other:** Assessment and counseling skills  
Organizational and communication skills; strong administrative skills  
Valid driver's license and car available  
Computer skills in Window environment; knowledge of Goldcare, an asset  
Experience with Inter RAI-CHA assessment tool, an asset  
Fluent in verbal and written English; other languages, an asset  
First Aid and CPR certification

Please submit your resume by **Friday December 22, 2017** to:

**Mail:** North York Seniors Centre, Attn: Human Resources Department  
21 Hendon Avenue, Toronto, ON, M2M 4G8  
**Fax:** 416 733.1858  
**E Mail:** [hiring@nyseniors.org](mailto:hiring@nyseniors.org)

North York Senior Centre is an equal opportunity employer. Thank you to all who express interest in this position.

**Only those candidates selected for an interview will be contacted. No phone calls, please.**

North York Seniors Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). Applicants need to make their request for accommodation known when contacted.

Posting Date: December 8, 2017