Employment Opportunity

Supervisor, In-Home Assisted Living Services

6 months Contract

40 hours per week - Full-Time employment

Flexible work hours may include some evenings and weekends

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 Senior Manager, Programs and Support Services.

Responsibilities:

- Supervise and provide direction to all Personal support and Community support workers
- Recruit, orient, train, counsel, discipline and terminate worker as required
- Conduct in-home spot checks to ensure policies, procedures, standards and guidelines are followed
- Monitor quality of service and ensure health and safety of clients and workers
- Confirm the timesheets for the staff weekly.
- Prepare and submit monthly statistics timely to the Senior Manager.
- Conduct weekly/ monthly client billing check using internal database.
- Participate in continuous quality improvement processes and assist in research and development of best practices
- Follow the on-call schedule, monitor the cell phone after office hours and on weekends
- Promote a safe and healthy work environment
- Promote and maintain a high standard of customer service that is client focused

Qualifications/ Skills:

Education:	Social Worker, Social Service Worker or previous supervisory experience in related fields.
Experience:	Working with frail and cognitively impaired seniors / adults
Other:	Valid driving license and access to a vehicle, an asset
	Assessment and counseling skills; experience with InterRAI-CHA assessment tool, an asset
	Strong organizational and communication skills
	Strong interpersonal and customer service skills
	Computer skills in a Windows environment; knowledge of Gold care, an asset
	Fluent in verbal and written English; other languages, an asset
	Current First Aid and CPR certification
	Recent Vulnerable Police Check

Posted until position is filled. Please submit your resume 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

No phone calls, please.

North York Seniors 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.

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: