

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House*

**JOB OPPORTUNITY**

**Job# TNG2024- After Hours Supervisor- Relief**

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| <b>POSITION TITLE:</b> After Hours Supervisor - Relief |  |
| <b>DEPARTMENT:</b> Independent Living                  | <b>STATUS:</b> Relief, non-bargaining unit |
| <b># HRS / WEEK:</b> Varies                            | <b>CONTRACT DATES:</b> n/a                 |
| <b>REPORT TO:</b> Senior Manager, Client Care Services | <b>HOURLY RATE:</b> \$39.08                |
| <b>POSTING DATE:</b> Posted until filled               |  |

**GENERAL DESCRIPTION:** Reporting to the Senior Manager, Client Care Services, the incumbent is responsible for tasks related to After Hours service and support for the provision of all Personal Support and Homemaking programs and services. The incumbent will provide intake and coordination of newly assigned and current clients, supervise Personal/Home Support Workers and provide crisis intervention as required when on duty.

**MAJOR DUTIES:**

- Provide crisis intervention for clients and staff, communicate as needed with agency office staff to provide, coordinate and receive information about client/staff (e.g. service scheduling, service house, case management issues, P/HSW supervision, new client intake etc.)
- Coordinate and schedule client visits for assigned cases and new client referrals
- Maintain a good working relationship with the funders (e.g. HCCSS) including effective communication and follow up of critical issues after hours
- Work effectively with all TNG staff in the event of staff absence as required and according to staff availability and seniority
- Continuous monitoring of HPG and timely response according to urgency of update e.g. hospital holds, referrals, service updates, etc.
- Monitor TNG office voicemail and email as required and follow up as needed
- Ensure accurate scheduling of services in accordance with contractual obligations and service authorizations
- Other related duties as assigned.

**REQUIREMENTS & QUALIFICATIONS:**

- Minimum 3 years related supervisory experience
- Post-secondary diploma or degree in social services, gerontology or other related discipline; or equivalent combination of relevant education and work experience
- Excellent initiative, judgement, conflict resolution, problem solving, organizational, interpersonal and team building skills
- Experience supervising staff in a unionized environment is an asset
- Sensitivity and experience working with people from diverse communities, and knowledge of issues affecting seniors, homeless and marginally housed populations, chronically ill and low-income adults, and the implementation of non-discriminatory policies
- Excellent communication skills (written and verbal)
- Work experience, proficiency with scheduling software and databases such as CIMS and AlayaCare
- Proficiency with computers, programs such as MS Word, Excel, Outlook, Internet
- Ability to work effectively, independently and offsite
- Ability to work flexible working hours including overnights and weekends
- Previous working experience in a community-based organization is an asset
- Fluency in a second language is an asset

**To apply, submit your resume and cover letter with “After Hours Supervisor- Relief” in the subject line of your email to: [careers@tngcs.org](mailto:careers@tngcs.org)**