

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# TNG2025-55

POSITION TITLE: Personal Support Worker – TCAT/AMH	
DEPARTMENT: Urban Health and Homelessness Services	STATUS: Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: N/A
REPORT TO: Senior Manager Case Management and Clinical Services	HOURLY RATE: \$26.98
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Neighbourhood Group (TNG) in partnership with CommunitiCare Health, offers an integrated transitional residential model of support for a Managed Alcohol Program for 10 individuals at Art Manual House. The Personal Support Worker (PSW) will play a crucial role in providing compassionate and client-centered care to individuals in a residential setting. Working with a harm reduction and trauma-informed framework, you support clients with daily living activities such as personal care, life skills and social skills in an environment that promotes dignity, respect, and stability. The candidate embodies the philosophies of UHHS and adhere diligently to all policies and procedures; work collaboratively with the CommunitiCare Health team, ICHA primary care physician, and TCAT Case Manager. This position requires a flexible work schedule, including evenings and weekends. This position reports to the Senior Manager Case Management and Clinical Services and is part of **CUPE Local 7797**.

MAJOR DUTIES:

- Provide personal care supports including but are not limited to: grooming, bathing, dressing, peri-care, dental care, laundry, lifting and supporting, etc.
- Work in alignment with harm reduction principles, recognizing and respecting clients' autonomy and lived experiences.
- Work collaboratively and develop strong partnerships with co-workers, service providers and community partners
- Collaborate with Case Manager, Housing Support staff and physician to ensure a holistic and client-centered approach to care
- Maintain up-to-date, accurate written/entered electronic data information, reports, and other communication as needed
- Engage and build respectful and professional relationships with co-workers and community partners
- Attend regular team meetings and case conferences as needed
- Other assigned tasks as required
- Keep up to date training required to fulfill the role (e.g. mental health, C.P.R., WHMIS, First Aid)

REQUIREMENTS & QUALIFICATIONS:

- Personal Support Worker certificate or equivalent.
- 2 years or more of related experience working with marginalized communities (homeless/under-housed people, psychiatric consumers/survivors, people who use alcohol/drugs, and seniors (frail/dementia, etc.)
- Lived/living experience of homelessness, substance use an asset
- Understanding of all IPAC requirements - including disinfecting requirements, use of PPE, etc.
- Certification in CPR, First Aid and Food Handling or willingness to be trained.
- Able to provide high quality, client focused services, delivered in a professional, compassionate manner.
- Ability to maintain a calm, empathetic, and trauma-informed approach
- Respectful of clients personal living space, personal belongings, etc.
- Open to receiving feedback and willingness to incorporate feedback into the work environment
- Ability to de-escalate conflict, engage in conflict resolution to promote healthy work environment
- Ability to maintain strong professional and ethical boundaries
- Possess excellent interpersonal and communication (oral and written) skills
- Advanced problem-solving and organizational skills
- Ability to work independently and as part of a team
- The physical strength/stamina- light to moderate lifting, frequent walking, bending, stretching, pulling, etc.

To apply, submit your resume with "TNG2025-55" in the subject line of your email to: careers@tngcs.org

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement