

*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# TNG2026-27**

<b>POSITION TITLE:</b> Personal Support Worker: Mobile Shelter Support Program	
<b>DEPARTMENT:</b> Urban Health and Homelessness Services	<b>STATUS:</b> Regular Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> N/A
<b>REPORT TO:</b> Supervisor, Mobile Shelter Support Program	<b>HOURLY RATE:</b> \$26.98
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** Provide service to clients living in a congregate setting(s) according to individual care plans. Such services may include, but are not limited to: personal care, activities of daily living, homemaking, caregiver relief, escorts, walks, and pet care. Please be aware that the PSW - MSSP will work across various sites, including COVID isolation sites, shelters, respites, encampments, and all warming centers. Flexibility to work on weekends, statutory holidays, and overnight shifts is required. This position reports to the Senior Manager, Mobile Community Health Services and is part of **CUPE Local 7797**.

**MAJOR DUTIES:**

- Provide personal support. Such services include but are not limited to: grooming, bathing, dressing, feeding, peri-care, dental care, etc., and may include the performance of delegated acts.
- Provide assistance with activities of daily living (ADL's,) for example but not limited to: shopping with or without the client, meal planning and preparation, reminders of appointments, etc.
- Provide homemaking services, including but are not limited to: house cleaning, laundry, ironing, etc., and may include the care of household pets.
- Understand/facilitate the emergency plan and fire plan and respond professionally to all client/program emergencies. Attend trainings in health and safety and fire drills as required.
- Report any physical and/or emotional changes in a client, or any changes in service requirements to the Manager.
- Attend case conferences concerning client(s) when necessary.
- Complete and regularly submit reports of services provided for clients; complete incident reports, and input data into a database.
- Keep up to date on gerontological issues and health care, and take relevant courses, (e.g. mental health, medication, C.P.R., WHMIS, Food Handling and First Aid), as directed.
- Maintain client confidentiality and adhere to Agencies' policies and procedures.

**REQUIREMENTS & QUALIFICATIONS:**

- Personal Support Worker certificate or equivalent,
- Certification in CPR, First Aid and Food Handling would be an asset.
- Experience working with COVID positive clients and understanding of relevant IPAC (Infection Prevention and Control) procedures preferred
- Six months or more of related experience working with seniors, including those who are frail or who have cognitive impairments (dementia, Alzheimer's).
- Understanding of populations who use drugs and/or are experiencing homelessness
- Understand and practice harm reduction approaches when working with clients
- The ability to provide high quality, client focused service, delivered in a positive, professional, compassionate manner.
- The willingness and ability to work in multiple locations across the City of Toronto on a rotating schedule including weekends, evenings, nights, and statutory holidays if applicable.
- The willingness and ability to be contacted by cellphone and to occasionally work on short notice.
- Good communication skills, including the ability to communicate via phone and email.
- Good interpersonal skills and the ability to work effectively as a team member.

**To apply, submit your resume with "TNG2026-27" in the subject line of your email to: [careers@tngcs.org](mailto: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. This posting is for an existing vacancy.