

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# TNG2026-106

POSITION TITLE: Community Worker	
DEPARTMENT: Independent Living	STATUS: Contract Full-Time CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: ASAP until October 30, 2026 or the return of the incumbent
REPORT TO: Senior Manager, Community Support	HOURLY RATE: \$32.92
CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: In conjunction with the Senior Manager and other staff, assess the needs of clients to prepare and implement care plans appropriate to each client. Provide a variety of services to clients including advocacy, assessment and crisis intervention, in order to assist clients to maintain independent living. This position reports to Senior Manager, Community Support and is part of **CUPE Local 7797**. Scheduled hours of work are 35 per week and may include evenings and weekends.

MAJOR DUTIES:

- Review background information for each client. Obtain further information as required through interviews with clients, families, staff, and other agencies. Analyze information and work with the client to identify and prioritize individual needs and prepare or revise appropriate care plans (as per the wishes of the client).
- Contact assigned clients as required, either by telephone or in person. Maintain records of contacts, client status, and any other relevant documentation.
- Monitor the home situations of clients, and notify all relevant internal staff and external service providers of client changes and/or deteriorating conditions as deemed appropriate.
- Liaise with hospitals, doctors, social service agencies, government agencies, clients' families, and community groups.
- Negotiate with landlords, social service agencies and government agencies. Advise clients of their rights and obligations, and coordinate with service providers to ensure the quality and timeliness of social services
- Assist with outreach and social/recreational programming, as directed
- Recruit and utilize volunteer resources to enhance the services provided.
- Maintain knowledge of community resources and keep up-to-date with advances in social work practices relating to seniors through courses, conferences and literature.
- Represent the agency at meetings to promote the aims and activities of the agency, to discuss common problems, and to share information and best practices
- Maintain client confidentiality and adhere to The Neighbourhood Group's' policies and procedures.
- Train and supervise students and volunteers. Monitor their progress, performance and schedules, and complete relevant documentation. In the case of students, maintain contact with their placement supervisors
- Assist in the orientation and training of new staff
- Other duties as assigned

REQUIREMENTS & QUALIFICATIONS

- Social Services diploma from an OCSWSSW-recognized institution or equivalent combination of education and experience.
- Three or more years of professional experience providing case management to seniors
- Ability to communicate professionally in English and a language of the community is an asset
- A valid Ontario G class Driver's License in good standing is preferred.
- Knowledge of the policies and objectives of the agency, and of the social, legal, and health care services available to seniors in the community.
- The ability to assess clients' situations accurately and to recognize deteriorating social, environmental and/or health conditions.
- The ability to work effectively as a team member with minimal supervision, and to organize and coordinate a wide variety of services.
- An ability to provide advocacy and timely and appropriate referrals.
- Strong interpersonal skills including, but not limited to, the abilities to relate to people, manage conflict, and adapt to change, awareness of the emotions of self and others, and commitment to a collaborative, respectful workplace.
- The ability to provide high quality, client focused service, delivered in a positive, professional, compassionate manner.
- Competence in the use of computer software, particularly MS Office and Internet applications. Knowledge of the AlayaCare database and the interRAI CHA tool would be an asset.
- The ability to manage time and to prioritize effectively.

To apply, submit your resume with "TNG2026-106" 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, colour, 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.