

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# TNG2026-85

POSITION TITLE: Intake and Facilitation Worker	
DEPARTMENT: Independent Living	STATUS: Contract Full-Time, CUPE 7797
# HRS / WEEK: 30	CONTRACT DATES: July 1, 2026 – March 31, 2027
REPORT TO: Director, Community and Senior Services	HOURLY RATE: \$32.92
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Intake and Facilitation Worker conduct client assessments in a consistent, timely, and responsive manner, including an overview of Independent Living programs. The job duties also include receiving and responding to requests for service by providing internal and external referrals. This position will also fill in gaps with escorts, provide outreach to the community and liaise with other agencies and networks, in order to promote the aims, programs, and services of The Neighbourhood Group Community Services (TNGCS). The successful candidate will arrange for two programs for the Chinese community SALC participants twice a week. This position reports to the Director Community and Senior Services and is part of **CUPE 7797**.

MAJOR DUTIES:

- Check the website for client intake requests, referring internally to programs if within catchment and referring externally to those who are outside of catchment. This may require researching resources and organizations outside of the catchment to refer people.
- Contact clients as necessary and on a priority basis to schedule assessments and reassessments using the interRAI Community Health Assessment (CHA) tool.
- Review all new client intakes/reassessments with Director and/or Manager regularly.
- Interview the clients with their support needs and provide input to the development and/or revision of client care plans.
- Discuss client information with the assigned community worker to ensure a smooth transition to agency services.
- Provide internal and external referrals to meet client needs and follow up where appropriate
- Create and maintain accurate records of contacts, consent forms, client status, and any other relevant documentation in the database.
- Maintain knowledge of community resources and keep up-to-date with advances in social services and related social, medical and legal fields, through courses, conferences, and literature.
- Maintain client confidentiality and adhere to TNGCS policies and procedures.
- Assist in the training and direction of new staff, students and volunteers as appropriate.
- Coordinate outreach events such as Fairs, Easter and Christmas Parade.
- Participate in team meetings, staff meetings, and attend agency events with Director and/or Manager approval.
- Assist with escorts as needed
- Plan facilitators to lead relevant sessions for seniors
- Perform other duties appropriate to the position, as required.

REQUIREMENTS & QUALIFICATIONS:

- Social Services diploma from an OCSW/SSW-recognized institution, or equivalent combination of relevant education and experience
- Fluent in Mandarin, Cantonese and English is required
- Three or more years of professional experience providing care and assessments to seniors
- Knowledge of the intraRAI CHA tool preferred
- Familiar with maintaining a database. Knowledge of the Alayacare database would be an asset.
- 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 and/or health conditions
- The ability to work with minimal supervision and manage time effectively
- The ability to appropriately oversee groups led by facilitators and to arrange the facilitators as part of the planning process
- The ability to advocate for clients and to organize and coordinate a wide variety of services to assist clients
- The ability to speak in public and to perform community outreach
- Preparedness to experience occasional exposure to unsanitary conditions and contagious disease, as well as people with complex needs and challenging behaviour.
- Preparedness to experience frequent exposure to animals, especially dogs and cats, as well as their excrement and danger.
- The physical strength and ability to undertake frequent light to moderate lifting, occasional heavy lifting, and frequent walking, bending, stretching and pulling.
- The willingness and flexibility to alter work schedules and regular duties to accommodate the uncommon needs of the department and/or the agency.

To apply, submit your resume with "TNG2026-85" 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.