

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-Relief CW Chinese Program

POSITION TITLE: Relief Community Worker Chinese Program	
DEPARTMENT: Independent Living	STATUS: Relief, CUPE 7797
# HRS / WEEK: n/a	CONTRACT DATES: n/a
REPORT TO: Supervisor, Independent Living Case Management	HOURLY RATE: \$32.92
POSTING DATE: August 28, 2026	INTERNAL CLOSING DATE: September 3, 2026

GENERAL DESCRIPTION: Work with Chinese clients in The Neighbourhood Group service area, designing, implementing, and evaluating programs specific to their needs. In conjunction with these programs recruit, develop, and train volunteers. Manage a client caseload, providing a variety of services, including non-therapeutic counselling, advocacy, assessment, and crisis intervention to assist clients to maintain independent living. This position reports to Supervisor, IL Case Management and is part of **CUPE Local 7797**.

MAJOR DUTIES:

- Develop, implement, lead and evaluate programs to meet the specific needs of Chinese clients. Recruit, develop and train volunteers to support program delivery.
- Review background information for each client, provided by the Supervisor and other staff. Obtain further information as required through interviews with clients, families, staff, and other agencies.
- Analyze information to identify and prioritize the needs of each client and prepare or revise an appropriate care plan.
- Monitor the home situations of clients, provide non-therapeutic advice, counselling and assistance and notify medical, public health, or social workers of deteriorating conditions as deemed appropriate. Maintain client documentation, records and files.
- Develop and implement outreach strategies. Provide directions to staff, volunteers and students as necessary.
- Collect, record and report monies collected when there is a fee charged, and submit such monies and records as required.
- Speaking on behalf of clients, with hospitals, doctors, social service agencies, government agencies, clients' families, and community groups. Advise clients of their rights and obligations and network with agencies.
- Maintain client confidentiality and adhere to The Neighbourhood Group policies and procedures.
- Maintain knowledge of community resources and advances in activation, gerontology and other related fields.
- Drive occasionally on agency business.
- Perform other duties, appropriate to the position, as required.

REQUIREMENTS & QUALIFICATIONS

- Social Services diploma from an OCSWSSW recognized institution and/or combined education and experience
- Fluency, both verbal and written, in English, Mandarin and Cantonese
- Two or more years of related professional experience.
- A valid Ontario Drivers "G" License is preferred.
- Knowledge of activation and of the social, legal, and health care services available to seniors in the community.
- Excellent interpersonal and communication skills.
- Self-direction and an ability to organize and coordinate a wide variety of programs and services to assist clients to maintain independent living.
- An ability to provide advocacy and non-therapeutic counselling, demonstrating a strong sense of involvement with people and a high regard for their rights.
- 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.
- Preparedness to experience occasional exposure to unsanitary conditions.
- Preparedness to experience frequent exposure to animals, especially dogs and cats, as well as their excrement and dander.
- The physical strength, stamina and ability to undertake frequent light to moderate lifting, occasional heavy lifting, and frequent walking, bending, stretching and pulling.
- A willingness to upgrade education to keep abreast of changes in the field of gerontological service delivery.
- The willingness and flexibility to alter work schedules and regular duties to accommodate uncommon needs of the department and/or the agency.
- The ability to work effectively as a learning member
- Satisfactory Vulnerable Sector Check

To apply, submit your resume with "TNG2026-Relief Community Worker Chinese Program" 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.