

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 Driver

POSITION TITLE: Relief Driver	
DEPARTMENT: Meals on Wheels	STATUS: Relief, CUPE 7797
# HRS / WEEK: n/a	CONTRACT DATES: n/a
REPORT TO: Senior Manager, Meals on Wheels	HOURLY RATE: \$26.00
INTERNAL POSTING DATE: August 19, 2026	INTERNAL CLOSING DATE: Ongoing

GENERAL DESCRIPTION: As a member of the Toronto RIDE program, drive The Neighbourhood Group clients across the GTA, according to the schedule, to medical and/or other essential appointments such as shopping and other errands

MAJOR DUTIES:

- Meet clients at their designated pick-up location, according to the schedule, and drive them to essential appointments and agency programs across the GTA, logging pick up and drop off times in the mobile device provided
- Provide door-to-door service, helping clients into and out of the vehicle, ensuring all clients utilize safety bells while in the vehicle. Ensure clients with dementia and other cognitive impairments have hand-to-hand turnover to their caregiver
- Assist clients with mobility devices, service animals, oxygen tanks and shopping items, and ensure they are safely secured in the vehicle.
- Report all changes to the schedule, i.e. late clients, no shows, cancellations, etc. to the Transportation Scheduler
- Report all parking and driving tickets and infractions to Transportation Scheduler
- Follow correct incident and accident reporting procedures
- Confirm drive requests as required. Be available for other transportation related work as required
- Report and document any apparent change in clients' health, vision, ability or awareness to the appropriate staff
- All tickets are the responsibility of the driver to pay unless there are extenuating circumstances. If so, the driver must dispute the ticket (instructions on the back of the ticket). If the driver is ruled to be at fault, the driver must bring the ticket, the dispute decision, and a write up of the circumstances to their Transportation Scheduler and Sr. Manager, first, and they will send to the Director and the V.P. of Independent Living.
- Maintain client confidentiality and adhere to TNG's policies and procedures.
- A reminder to drivers—respect Privacy Policy and do not talk about clients in front of other clients.
- Complete daily reports of rides, expenses, mileage and statistical Information.
- Act as a representative of TNGCS while in the community and perform all duties in a courteous manner
- Schedule and/or confirm drive requests as required.
- Perform other duties, appropriate to the position, as required.

REQUIREMENTS & QUALIFICATIONS:

- A Valid Ontario G Level Driver's License and a clean driver's abstract and minimum of two years driving experience
- Excellent interpersonal and communication skills.
- A thorough knowledge of routes in the GTA and the surrounding area, traffic patterns. And alternative routes.
- A thorough knowledge of traffic laws, and the willingness to abide by them
- The willingness and physical ability to assist clients and their mobility devices in and out of the vehicle and residences
- A safety oriented, courteous, helpful, professional manner
- The physical ability to assist clients into and out of the car.
- A suitable vehicle in good mechanical order may be required
- Basic computer skills. The ability to use a computer database to input information, experience in Alaycare, Trapeze and Drivermate software would be an asset
- An understanding of seniors and the aging population
- The willingness and flexibility to alter work schedules and regular duties to accommodate uncommon needs of the department and/or the agency.
- Preparedness for exposure to all weather conditions and long periods of being in a vehicle.
- The physical strength, stamina and ability to undertake frequent light to moderate lifting, occasional heavy lifting, and frequent walking, bending, twisting, stretching and pulling
- Preparedness to experience occasional exposure to unsanitary conditions and contagious disease
- Successful completion of Annual Driver training program prior to end of probationary/trial period and annually thereafter
- Participation in mandatory annual driver trainings/tests including: CAA, SafeDriving certification, Drivermate etc.
- Prior experience working with seniors, including those with physical, cognitive, and mental health impairments an asset

To apply, submit your resume "TNG2026-Relief Driver" 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. This posting is for an existing vacancy.