

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# TNG2026-159

POSITION TITLE: Float PSW Supervisor	
DEPARTMENT: Independent Living, Home Care	STATUS: Contract Full-Time, Non-Bargaining Unit
# HRS / WEEK: 35	CONTRACT DATES: ASAP for 6 months
REPORT TO: Senior Manager, Client Care Services	SALARY: \$71,132.10 (\$39.08/hr.)
INTERNAL CLOSING DATE: September 24, 2026	EXTERNAL CLOSING DATE: September 30, 2026

GENERAL DESCRIPTION: The PSW Supervisor reports directly to the Senior Manager, Client Care Services. They are part of a team of supervisors who work diligently to provide consistency of care to adult and older adult clients and their families who are referred to The Neighbourhood Group Community Services (TNGCS) from various Funders. The incumbent will manage a caseload of clients who are community based personal support service clients, covers cross departmental coverage including after-hours, supportive housing, vacation coverage for the departments. The incumbent will focus on ensuring a positive client and family experience by effectively scheduling direct PSW and HSW's to meet the requirements of client service plans and delegation to PSWs. The continuum of care begins at referral and intake by the Client Care Coordinators, and the PSW Supervisor has an important role in this time-sensitive process. They are the key point of contact for the client/family/care manager in the community and represent the TNGCS brand. The incumbent will manage and implement all care plans and ensure proper oversight of care within the geographic boundary of their designated team.

MAJOR DUTIES:

- Direct supervision, oversight, support and education to a team of community based PSWs
- Teaching, assigning and delegation of tasks and maintenance of all relevant records of same
- Participate in all aspects of PSW onboarding including interviews and orientation
- Identify education needs of staff and work in collaboration with the Clinical Educator to ensure that staff have the opportunity achieve their learning objectives
- Complete probationary reviews, performance evaluations and manage performance improvement plans
- Complete in-home client care needs assessments upon service initiation and at regular intervals
- Develop and maintain client care plans in collaboration with the funder
- Maintain up to date documentation of all client, funder and staff interactions according to Agency requirements
- Ensure that all client care is provided in accordance with TNG policies
- Ensure that all client care concerns and complaints are addressed and managed in a timely manner
- Conduct incident investigations as required
- Maintain up to accurate, timely and up to date electronic charting in client's file.
- Complete other tasks as assigned

REQUIREMENTS & QUALIFICATIONS.

- A Registered Nurse (RN) or Registered Practical Nurse (RPN) currently registered and in good standing with the College of Nurses of Ontario
- 3-5 years' experience providing direct supervision of PSWs, preferably in a community setting
- Coaching, mentoring, performance management, training, on boarding and health/safety experience
- Strong leadership skills
- Strong supervisory skills
- Proven Critical thinking Skills
- Prior experience in a customer service role,
- Strong communication skills. Both written and spoken are essential
- Prior experience with electronic documentation products such as Alaya Care, Microsoft office Suite
- Experience working with Unionized staff
- Valid Driver's license and access to a reliable vehicle required
- Second language is considered an asset

To apply, submit your resume with "TNG2026-159" 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 job posting is for an existing vacancy.