TNG Community Services | CENTRAL NEIGHBOURHOOD HOUSE NEIGHBOURHOOD LINK ST. STEPHEN'S COMMUNITY HOUSE

GREATER TORONTO'S TOP 2026 EMPLOYERS

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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# TNG2026-186**

POSITION TITLE: Home Support Worker	
DEPARTMENT: Independent Living	**STATUS:** Contract Full-Time, CUPE 7797
# HRS / WEEK: 35	**CONTRACT DATES**: ASAP until Feb 28, 2027
REPORTS TO: Client Services Supervisor	**HOURLY RATE**: $26.00
EXTERNAL POSTING DATE: posted until filled	

GENERAL DESCRIPTION: The Home Support Worker (HSW) provides homemaking and supportive services to individuals living in the community who maybe experiencing mental health challenges and are at risks of eviction due to unsafe or unhealthy living conditions. These conditions may include hoarding, excessive clutter, pest infestation, and poor home maintenance. The HSW supports clients in maintaining a safe, clean and healthy living environment while promoting dignity, independence and housing stability. The Home Support Worker performs tasks of a confidential nature while providing services to an often vulnerable, high-risk client population and reports directly to the Client Services Supervisor and is part of **CUPE Local 7797**.

MAJOR DUTIES:

- Provide intensive and maintenance homemaking services, including cleaning, laundry, decluttering, organizing and sanitation of living spaces.
- Assist with preparation for pest control. Support clients in maintaining a safe and functional living areas, including kitchens, bathrooms, and common spaces.
- Follow established care plans and service goals tailored to each client's needs
- Build trusting and respectful relationships with clients, particularly those experiencing mental health challenges.
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- Encourage client participation in homemaking tasks where appropriate, promoting autonomy and life skills.
- Respond calmly and professionally to clients who may feel overwhelmed, resistant, or distressed during service.
- Follow organizational policies, health and safety guidelines and infection prevention practices.
- Identify and report hazards, unsafe conditions and concerns related to hoarding and infestation.
- Use personal protective equipment (PPE) and safe cleaning practices when required.
- Communicate effectively with supervisors, coordinators, case managers, social workers, and other service providers.
- Report observations, progress, and concerns accurately and in a timely manner.
- Participate in team meetings, education sessions, HSW orientation and contribute to coordinated care planning.
- Maintain confidentiality, professionalism, and ethical standards at all times
- Demonstrate cultural sensitivity, empathy and respect for diverse background and lived experiences.
- Adhere to organizational policies and procedures within the homemaking role.
- Performed other duties as assigned.

- **REQUIREMENTS & QUALIFICATIONS:**

- Previous working experience in community support or homemaking
- Understanding of mental health challenges and the impact it has on daily living.
- Knowledge of health and safety practices and infection control (WHIMS)
- Ability to work in challenging home environments (e.g., hoarding, clutter, pest infestation)
- The physical strength, stamina and ability to undertake frequent lifting up to 10 lbs, occasional heavy lifting, and frequent walking, bending, stretching and pulling
- Personal Support Worker Certificate an asset
- Ability to work independently and as part of a team
- Strong communication and interpersonal skills

To apply, submit your resume with "TNG2026-186" 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.