

*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#TNG2021-197**

<b>POSITION TITLE:</b> Contract After Hour Supervisor	
<b>DEPARTMENT:</b> Independent Living	<b>STATUS:</b> Contract Full-time, non-bargaining unit
<b># HRS / WEEK:</b> 35 hours per week, working 2 weeks back to back then 2 weeks off (rotating shifts including evenings and weekends)	<b>CONTRACT DATE:</b> ASAP to March 31, 2022
<b>REPORT TO:</b> Senior Manager, Client Care Services	<b>SALARY :</b> commensurate with experience
<b>POSTING DATE:</b> October 4, 2021	<b>CLOSING DATE:</b> October 10, 2021

**GENERAL DESCRIPTION:** The Neighbourhood Group is currently seeking an experienced After Hours Supervisor. Reporting to the Senior Manager, Client Care Services; the incumbent is responsible for business related to After Hours service for the provision of all Personal Support and Homemaking programs and services. The incumbent will provide technical and operational support for the community PSWs while they learn how to use the new phones and scheduling platform (Alayacare), intake and coordination of newly assigned and current clients, supervise Personal/Home Support Workers and provide crisis intervention as required when on duty.

**MAJOR DUTIES:**

- Provide afterhours support for PSWs on the newly implemented Alayacare system
- Answer any questions about process regarding Alayacare functions including technical support on the use of community PSWs company cell phone
- Provide crisis intervention for clients and staff, communicate as needed with agency office staff to provide, coordinate and receive information about client/staff (e.g. service scheduling, service house, case management issues, P/HSW supervision, new client intake etc.)
- Coordinate and schedule client visits for assigned cases and new client referrals
- Maintain a good working relationship with the funders (eg. TCLHIN) including effective communication and follow up of critical issues after hours
- Work effectively with all TNG staff in the event of absence as required and as available
- Monitor HPG hourly as scheduled and respond accordingly re: hospital holds, referrals, service updates, etc.
- Monitor TNG office voicemail and email as scheduled after hours and follow up as needed
- Ensure accurate scheduling of services in accordance with contractual obligations and service authorizations
- Other related duties as assigned.

**REQUIREMENTS & QUALIFICATIONS:**

- Minimum 3 years related supervisory experience
- Post-secondary diploma or degree in social services, gerontology or other related discipline; or equivalent combination of relevant education and work experience
- Excellent initiative, judgement, conflict resolution, problem solving, organizational, interpersonal and team building skills
- Experience supervising staff in a unionized environment is an asset
- Sensitivity and experience working with people from diverse communities, and knowledge of issues affecting seniors, homeless and marginally housed populations, chronically ill and low income adults, and the implementation of non-discriminatory policies
- Excellent communication skills (written and verbal)
- Work experience, proficiency with scheduling software and databases such as CIMS and AlayaCare
- Proficiency with computers, programs such as MS Word, Excel, Outlook, Internet
- Ability to work effectively independently and offsite
- Ability to work flexible working hours including overnights and weekends
- Previous working experience in a community based organization is an asset
- Fluency in a second language is an asset

**For a complete job description please contact Human Resources**

**To apply, submit your resume and cover letter with “TNG2021- 197” in the subject line of your email to: [careers@tngcs.org](mailto: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