

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#TNG2021-206

POSITION TITLE: Contract FT Alayacare Support Supervisor	
DEPARTMENT: Independent Living	STATUS: Contract Full-Time, non-bargaining unit
# HRS / WEEK: 35	CONTRACT DATES: ASAP to March 31, 2022
REPORT TO: Director, Home and Community Care	HOURLY RATE : commensurate with experience
POSTING DATE: October 13, 2021	CLOSING DATE: October 19, 2021

GENERAL DESCRIPTION: Reporting directly to the Director, Home and Community Care and working out of various TNG offices in the East, TNG is currently seeking an Alayacare Support Supervisor. The incumbent will be responsible for supporting the implementation of the Alayacare system across all Independent Living programs. They will work closely with, and take direction from the Project Manager in order to ensure the smooth transition from CIMS to Alayacare, including supporting relevant TNG staff who will be transitioning to this platform.

MAJOR DUTIES:

- Supports the Independent Living team on the transition from CIMS to Alayacare (ADP, MOW, CIA, Transportation, CIA etc.)
- Provides technical and administrative support to the Director, HCC and the Project Manager on the Alayacare transition
- Provides one-on-one and group training to TNG employees who will be oriented on Alayacare
- Responds promptly to internal and external stakeholder concerns (staff, Alayacare employees)
- Provide regular updates on the transition status

REQUIREMENTS & QUALIFICATIONS:

- Minimum 3 years related supervisory experience
- Degree, diploma, or certificate in social services or community health services from a recognized educational institution, or equivalent experience.
- Minimum 4 years' experience as an HSW and/or PSW complemented by courses that are job- related; or other equivalent combination of education and experience.
- Experience and knowledge of issues affecting the homeless, marginally housed populations, seniors, chronically ill, and low-income adults, and the implementation of non-discriminatory policies.
- Thorough knowledge of local program and service resources.
- Knowledge and experience using CIMS and Alayacare databases
- Training and experience with MS Office, e.g. Word, Excel, etc.)
- Proven interpersonal organizational, written and verbal communication skills.
- Proven supervisory skills.
- Demonstrated self-starter with experience and commitment to a team approach in the workplace
- Current First Aid, and CPR certification.
- Knowledge or experience with RAI CHA and Inter RAI assessment tools would be an asset.
- Conflict resolution, crisis management and customer relations training would be an asset.
- Previous working experience in a community based organization is an asset.
- Fluency in another language is an asset.

For a complete job description please contact Human Resources

To apply, submit your resume and cover letter with "TNG2021-206 " in the subject line of your email to: careers@tngcs.org