

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House and Neighbourhood Link Support Services.

**JOB OPPORTUNITY
AFTER HOURS SUPERVISOR
PART TIME CONTRACT (6 months)**

Job#
C2019-09

GENERAL DESCRIPTION: The Neighbourhood Group is currently seeking an experienced **After Hours Supervisor**. Reporting to the VP, Independent Living; 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 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 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 (e.g. 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)
- Proficiency with computers, (MS Word, Excel, Outlook, Internet) as well as scheduling software and databases such as CIMS
- 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.

Terms: This is a non-bargaining unit position

Hours of Work: 20 hours, working every other weekend (rotating shifts including week nights)

Posting Date: Mar. 1, 2019

Internal Closing Date: Mar. 7, 2019

External Closing Date: Mar. 11, 2019

To apply, submit your resume and cover letter with “Job #C2019-09” After Hours Supervisor in the subject line of your email or fax to:

Human Resources, Central Neighbourhood House, 349 Ontario Street, Toronto, ON M5A 2V8

Fax: 416 -925-1545 E-mail: careers@cnh.on.ca

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 and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirements.