

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# TNG2025-135

POSITION TITLE: Personal Support Worker – Stabilization and Connection Centre	
DEPARTMENT: Urban Health & Homelessness Services	STATUS: Regular Full-Time, CUPE 7797
# HRS / WEEK: 35 (Mon-Sun: Mornings, Afternoons, Evenings, Overnights and Statutory Holidays)	CONTRACT DATES: n/a
REPORT TO: Supervisor, Stabilization and Connection Centre	HOURLY RATE: \$ 26.98
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: The Neighbourhood Group (TNG) collaborates with the University Health Network (UHN) to support vulnerable adults who are intoxicated and diverted from the community by Emergency Services/paramedics to Toronto's first Stabilization Centre. Working from a harm reduction and trauma-informed perspective, the PSW-SCC will be part of an interdisciplinary team of medical professionals, community partners, follow-up workers, harm reduction workers and peer support workers. As a Personal Support Worker (PSW) at the SCC, you will play a crucial role in providing compassionate and client-centered care to individuals in a non-traditional setting. Working within a harm reduction and trauma-informed framework, you will support clients with daily living activities, basic personal care, and connection to essential services while fostering an environment that promotes dignity, respect, and stability. The ideal candidate for this position will embody the philosophies of our department and peer program, adhering diligently to all policies, procedures, and requirements. Reporting directly to the Supervisor, Stabilization and Connection Centre you will be an integral part of our team.

MAJOR DUTIES:

- Provide personal support. Such services include but are not limited to: grooming, bathing, dressing, feeding, peri-care, dental care, laundry, lift and transfer, etc.
- Work in alignment with harm reduction principles, recognizing and respecting clients' autonomy and lived experiences.
- Assist in monitoring client well-being, identifying concerns, and escalating situations when necessary to the team on site.
- Work collaboratively and develop strong partnerships with co-workers, service providers and community partners
- Understand/facilitate the emergency plan and fire plan and respond professionally to all client/program emergencies. Attend mandatory training, health and safety and fire drills.
- Collaborate with case managers, nurses, peer workers, and other team members to ensure a holistic and client-centered approach to care.
- Report any physical and/or emotional changes in a client or any changes in service requirements to the Manager or Supervisor.
- Maintain up-to-date, accurate written/entered electronic data information, reports, and other correspondence as needed
- Engage and build respectful and professional relationships with co-workers and community partners
- Attend regular team meetings
- Keep up to date on gerontological issues and health care, and take relevant courses, (e.g. mental health, medication, C.P.R., WHMIS, Food Handling and First Aid), as directed.

REQUIREMENTS & QUALIFICATIONS:

- Personal Support Worker certificate or equivalent.
- 2 years or more of related Experience working with marginalized communities such as homeless and under-housed people, street-involved youth, psychiatric consumers/survivors, sex trade workers, people who use drugs and seniors, who are frail or who have cognitive impairments (dementia, Alzheimer's).
- Lived/living experience of homelessness, substance use, accessing community drop-ins, shelters, or harm reduction programs an asset.
- Understanding of all IPAC regulations, including pathways throughout the building, disinfecting requirements, donning and doffing PPE, etc.
- Certification in CPR, First Aid and Food Handling or willingness to be trained.
- Sensitivity to, and respect for the clients, their personal belongings and their living space.
- The ability to provide high quality, client focused service, delivered in a positive, professional, compassionate manner.
- Crisis intervention skills are an asset.
- The physical strength, stamina and ability to undertake frequent light to moderate lifting, occasional heavy lifting, and frequent walking, bending, stretching and pulling.

To apply, submit your resume with "TNG2025-135" 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