

*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# TNG2025-100**

<b>POSITION TITLE:</b> Assessment and Outreach Worker	
<b>DEPARTMENT:</b> Independent Living	<b>STATUS:</b> Contract Full-Time, CUPE 7797
<b># HRS / WEEK:</b> 35	<b>CONTRACT DATES:</b> ASAP until August 28, 2025 or the return of the incumbent
<b>REPORT TO:</b> Acting Supervisor, Community Supports	<b>HOURLY RATE:</b> \$32.92
<b>EXTERNAL CLOSING DATE:</b> Posted until filled	

**GENERAL DESCRIPTION:** Conduct client intake and assessments in a consistent, timely, responsive manner, including an overview of programs and services. Receive and respond to requests for service by providing internal and external referrals. Provide outreach to the community and liaise with other agencies and networks, in order to promote the aims, programs and services of The Neighbourhood Group. This position reports to Acting Supervisor, Community Support and is part of **CUPE LOCAL 7797**. This position requires the ability and flexibility to work occasional evenings, weekends and holidays, with travel to various locations and TNG sites

### MAJOR DUTIES:

- Contact clients as necessary and on a priority basis to schedule assessments and reassessments using the interRAI Community Health Assessment (CHA) tool.
- Assess the home environment of clients, provide crisis intervention and notify community workers, medical, public health, or social workers of deteriorating conditions as deemed appropriate.
- Provide input to the development and/or revision of clients' care plans.
- With clients' consent, advocate on their behalf with hospitals, doctors, social service and government agencies, clients' families, and community groups.
- Provide assistance where possible in negotiating with landlords, social service and government agencies. Advise clients of their rights and obligations, and network with agencies to ensure the quality and timeliness of social services.
- Review all new client intakes/reassessments with the Acting Supervisor on a regular basis.
- Discuss client information with assigned community worker to ensure a smooth transition to agency services.
- Provide internal and external referrals to meet client needs and follow up where appropriate.
- Collect, enter and maintain accurate records of contacts, consent forms, client status, client files, and any other relevant documentation in the database.
- Provide outreach and networking with external providers, health care professionals and community events, as required
- Transportation scheduling as required and be available for emergencies in the Agency office.
- Drive and or escort clients to and from appointments as required.

### REQUIREMENTS & QUALIFICATIONS:

- A Social Worker or Social Service Worker diploma from an O.C.S.W./S.S.W. recognized institution.
- Three or more years of professional experience providing care and assessments to seniors.
- Knowledge of the intraRAI CHA tool preferred.
- Knowledge of the policies and objectives of the agency, and of the social, legal, and health care services available to seniors in the community.
- The ability to assess clients' situations accurately and to recognize deteriorating social and/or health conditions.
- The ability to work with minimal supervision, and manage time effectively.
- The ability to advocate for clients and to organize and coordinate a wide variety of services to assist clients.
- The ability to speak in public and to perform community outreach.
- The ability to assess client's situation and act on any crisis situation/report to the Acting Supervisor.
- Familiarity with keeping information in a database manager. Knowledge of the CIMS database would be an asset.
- Attend weekly, biweekly, monthly meetings with Primary Community Care Response Teams (PCCRT's) to review clients care plans, as required.
- A valid Ontario Driver's License is preferred.

**To apply, submit your resume with "TNG2025-100" 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