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## **Program Supervisor**

Location: Hesperus Village, Thornhill

Permanent, Full-Time (35 hours/week)

Flexible work hours may include some evenings and weekends

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*North York Seniors Centre* provides programs and services to promote the physical, emotional and social well-being of adults 55+ living in our diverse community.

This position reports to the Director, Client Services.

### **Primary Responsibilities:**

- Oversee an integrated model of care for Assisted Living and Adult Day programs
- Oversee case coordination including assessments, care plan development, case monitoring with accurate documentation
- Oversee a multidisciplinary Team (paid/volunteer) for implementation of person-centred services
- Participate in continuous quality improvement processes and assist team with research and development of best practices
- Promote and maintain a high standard of customer service that is client focused
- Take all necessary precautions to ensure the health and safety of themselves, clients, staff, volunteers and students
- Participate in on-call activities on a rotational basis

### **Qualifications/Skills:**

#### **Education:**

- College Diploma from Activation or Social Service Worker program, or Registered Practical Nurse
- Certification in Quality Improvement, such as LEAN an asset

#### **Experience:**

- Minimum 2 years' experience working with and planning programs for seniors and people with cognitive and physical disabilities, plus previous supervisory experience
- Excellent computer skills, including familiarity with MS Office and GoldCare
- Familiar with interRAI-CHA/HC assessment tools, experience with IAR an asset
- Experience in group facilitation an asset

#### **Other:**

- Own vehicle with valid driver's license required
- Physically able to assist clients during transfers, assist with set up of program areas
- Current First Aid and CPR certification, Safe Food Handling Certificate
- Current vulnerable sector screening check completed within last 6 months
- Must be able to communicate clearly both written and verbally in English, second language is an asset

Please submit your resume to:

**Mail:** North York Seniors Centre, Human Resources Department  
21 Hendon Avenue, Toronto, ON, M2M 4G8

**Fax:** 416 733.1858

**E Mail:** [hiring@nyseniors.org](mailto:hiring@nyseniors.org)

### **No phone calls, please.**

North York Senior Centre is an equal opportunity employer. Thank you to all who express interest in this position.

**Only those candidates selected for an interview will be contacted.**

North York Seniors Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). Applicants need to make their request for accommodation known when contacted.