



JOB POSTING

Manager, Meals on Wheels and In-Home Services

Permanent, Full Time

Better Living Health and Community Services is searching for a dynamic and dedicated individual to join our team as Manager, Meals on Wheels and In-Home Services. If you are energetic, collaborative and passionate about providing exceptional Client-centred care then this is the opportunity for you!

We are seeking an experienced working Manager to manage a caseload of community personal support service clients, liaise with partnering and funding agencies, and provide leadership to a team of Personal Support Workers. In addition, you will also support a busy Meals on Wheels Program, including a large corps of dedicated volunteers. Our ideal candidate has experience in assessing Clients for home and community care personal support services, client intervention, delegating tasks to personal support workers, and working with a frail and older adult population.

The Successful Candidate for this Position Must Have the Following Qualifications:

- Post-secondary education in a social services, gerontology or related field, or equivalent work experience.
- A minimum of 5 years related experience working with the older adult population in the home and community care environment.
- A minimum of 2 years supervisory experience.
- Experience providing leadership and training to Personal Support Workers in a home care environment.
- Strong computer and software skills including working knowledge of Microsoft Office; working knowledge of Alayacare and interRAI CHA preferred.
- Driver's license and access to a vehicle is an asset.
- Strong consideration will be given to candidates with a Diploma in Registered Practical Nursing (RPN).
- Experience in working with volunteers in a community service setting.
- Successful completion of *Vulnerable Sector Screening* within one month of employment.

The Successful Candidate for this Position must be able to:

- Oversee the operations and development of the In-Home Services and Meals on Wheels Departments,
- Manage the day-to-day Human Resources within the Departments, including deployment of Personal Support Workers, and volunteers,
- Conduct in-home assessments and reassessments for personal support clients adhering to all funder standards,
- Demonstrate knowledge of Adult Personal Support and Home Support Services provided under a contract with the LHINs,

- Demonstrate an understanding of acute/chronic physical and mental health conditions in the senior population and knowledge of personal care practices and infection prevention and control processes,
- Develop service plans in collaboration with the Client/caregiver, and Coordination staff, and provide on-going supportive client intervention regarding Client service provision,
- Support compliance with LHIN standards and contractual service provision,
- Manage professional reports, documentation, and statistical reporting and analysis,
- Use the interRAI CHA assessment tool and other home and community care initiatives such as; IAR, ConnectingOntario, and interRai PS
- Liaise with social work, VHA, LHIN and referral source staff, clients and/or caregivers as needed for overall service planning, program operation and development,
- Possess excellent knowledge of program evaluation, risk management, change management and quality improvement strategies,
- Promote health and safety practices throughout the organization following health and safety procedures, and
- Ensure clients are receiving quality service according to Better Living's Quality Assurance Standards

SALARY: Commensurate with experience.

**Please email or fax your cover letter and resume by November 21, 2019 with attention to:
Human Resources**

E-mail: hr@betterlivinghealth.org / Fax: 416-510-1104

Please quote "*Manager, In-Home Services & Meals on Wheels*" on the cover letter and e-mail subject line.

Better Living is an equal opportunity employer and is in accordance with the Ontario Human Rights Code, Employment Standards Act and Accessibility for Ontarians with Disabilities Act. Applicants need to make their request for accommodation known when contacted. Thank you to all who express interest in this position and we welcome all resumes however only those granted an interview will be contacted. No phone calls, please. Thank you.