

## Job Information

<b>Job Title</b>	Chinese Seniors' Centre Without Walls Program Assistant
<b>Department</b>	Community Support Services
<b>Location</b>	The Good Companions Senior's Centre, 670 Albert Street. Some scheduled work from home days (COVID protocols)
<b>Reports to</b>	Supervisor Community Support Services
<b>Type of Position</b>	<input type="checkbox"/> Full Time <input checked="" type="checkbox"/> Part Time <input type="checkbox"/> Other:
<b>Term</b>	Contract Position (3 months)
<b>Estimated Start Date</b>	April 2021
<b>Salary</b>	To be discussed (hourly rate)
<b>Posting Date:</b> March 23rd, 2021	<b>Closing Date:</b> Tuesday, April 6 <sup>th</sup> , 2021 4:00 p.m.

**All interested applicants should submit a cover letter and resume to HR by e-mail at;  
[akendall@thegoodcompanions.ca](mailto:akendall@thegoodcompanions.ca) quoting competition  
COMP: CSCWW Program Assistant.**

### Overview

The Good Companions Seniors' Centre is committed to meeting the needs of persons with disabilities in alignment with the key principles of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) of independence, dignity, integration and equality of opportunity. In accordance with this legislation, accommodations will be made for applicants with disabilities throughout the selection process. Accommodations will be made available for successful candidates with disabilities upon request.

The Chinese Seniors' Centre Without Walls (CSCWW) is a community outreach program to support vulnerable and isolated Chinese seniors and adults with physical disabilities who may find it difficult to leave home for extended periods of time. Through the use of group telephone calls, CSCWW provides the opportunity for participants to obtain pertinent health related information, participate in later-life learning opportunities, take part in brain-stimulating activities, and most importantly, the opportunity to feel a part of a community and create new and meaningful friendships...all from the comfort of home!

## Responsibilities

### Service

- Assist in the planning, development and implementation of the CSCWW program and programming.
- Consult with clients, volunteers, referral sources and partners from the Chinese Community, to support access for clients to TGC's programs and services
- Assist with program planning and development of CSCWW monthly calendar.
- Assist with program registration (including the creation of attendance lists).
- Assists in the collection and maintenance of program records, client files and statistical data (CIMS and other in-house software).
- Completes client intakes and assessments, and follow ups by telephone
- Assures timely, quality program coordination; manages client expectations and wait lists.

- Uses database and software such as CIMS/MS Outlook/Caredove to facilitate programs, and to accurately record and report required data.
- Determines and communicates issues/challenges facing the community and client group.
- Maintains up-to-date knowledge of community resources in order to provide and improve ongoing support and client referrals.
- Ongoing assessment and management of risks for program safety and accessibility.
- Assist in developing, implementing and tabulating CSCWW evaluation

## Organizational

- Fulfills The Good Companions' mission, vision and values.
- Works with an open, friendly and professional approach towards members, clients, volunteers, independent contractors, community representatives and students as they participate in the Corporation.
- Disseminates The Good Companions information to members, clients, volunteers and the community.
- Assists in the development and implementation of long-term planning for the Chinese Seniors' Centre Without Walls Program, Community Support Services and The Good Companions.
- Promotes The Good Companions to potential community referring sources.
- Complies with The Good Companions policies, practices and procedures, including Occupational Health and Safety.

## Qualifications

### Education

- Degree/Diploma in one of the following areas: Social Services, Social Work, Gerontology or Recreation.

### Experience

- Experience of working with the Chinese Community
- 2 years working with older adults and/or adults with physical disabilities
- Experience working with clients with complex needs including isolation and mental health.
- Current Knowledge of community resources available for seniors and adults with physical disabilities
- Program planning knowledge/experience.
- Knowledge of teleconferencing administration.

### Operational Requirements

- The successful candidate will be asked to provide a current Police Record Check for Working with the Vulnerable.
- C.P.R. and First Aid Certificate, required annually.

### Skills Required

- Excellent communication skills, written and spoken, in English and Mandarin
- Program planning and development
- Group facilitation skills
- Conflict resolution skills

- Sense of humour
- Phone literacy (ability to hear and speak clearly on the phone)
- Understanding of conference call systems
- Computer literacy; preferably in CIMS, Excel and MS Office, Caredove
- Ability to prioritize workload

## Abilities

- Understanding the needs, interests and concerns of older adults; ability to work in high demand and multi task situations; ability to assess situations and make decisions; ability to coordinate workload and meet deadlines.
- Non-judgmental and open-minded (including diversity awareness, for example, persons with physical disabilities, LGBT (Lesbian, Gay, Bisexual and Transgender) and multicultural clients).

## Working Conditions

- Contract position, 14 hours per week over 2 days.
- In office and ability to work from home when needed (COVID protocols), some home visits in the community
- Lieu, overtime, as required.
- Availability to work scheduled evenings and weekends.

## Disclaimer

This Job Description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. The incumbent may be asked to perform other duties as required.

Because of the changing nature of the work and the work to be done, the job specifications may be changed or altered as required.

The Good Companions is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to gender, gender identity, gender expression, culture, religion, racial origins, ethnicity, socio-economic status, age, general appearance, abilities/disabilities and sexual orientation.