



POLYCULTURAL

IMMIGRANT & COMMUNITY SERVICES

Job Posting

Position Title: On-Call Friendly Visitor

Project: After the Discharge

Organization Structure: Reports to the Programs

Job Region: Toronto

Target Languages: Hindi, Italian, Mandarin, Punjabi, South Asian or Urdu as a second language is an asset

Scope

“*After the Discharge*” project is developed in partnership with William Osler Health System. The project aims to assist seniors and marginalized populations due to immigration or income status immediately after they are discharged from the hospital.

The position is responsible to provide support to seniors and marginalized individuals after their discharge from the Etobicoke General Hospital by conducting friendly visits.

The on-call hours are not guaranteed and can vary from 0-21 per week taking on assignments between 9 am to 9 pm Monday to Friday only. Each visit is up to 2 hours long with an additional 1/2 hour for report preparation.

Duties and Responsibilities

- Responsible for conducting friendly visits to clients' residences to provide education and information as needed
- Responsible to accompany clients to local community and government services to facilitate the referrals as required
- Conduct assessments of clients' situations during friendly visits; develop action plans and review progress and referrals to community resources
- Build on existing strengths by optimizing the clients' use of community resources and in consultation with Project lead support clients to explore goals related to their values
- Initiate and maintain regular connections with identified clients through home based visitations
- Prepare and submit written reports for every visit conducted within 2 working days
- Maintain strong communications with project staff and attend project meetings
- Participate in professional development activities
- Other relevant duties as assigned

Competencies

Adaptability

Changes behavioural style or method of approach when necessary to achieve a goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives

Communications

Using a variety of communication styles and strategies to foster open communication, to exchange of information and discussion on an ongoing basis



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Initiative

Does more than is required or expected in the job; does things that no one has requested that will improve or enhance services, avoid problems, or develop entrepreneurial opportunities. Plan ahead for upcoming problems or opportunities and takes appropriate action.

Service

Demonstrates strong commitment to meeting the needs of clients, co-workers, managers, or community members, striving to ensure their full satisfaction.

Qualifications

- Education in Social Sciences, Social Work, Gerontology, Psychology, Medical, Para-medical or any related field
- Knowledge of case management including, local resources and access to services
- Ability to engage and build rapport with clients from various cultural and socio-economic backgrounds
- Strong client advocacy skills
- Ability to assist in complex client live situations and maintain healthy professional boundaries
- Possess cultural awareness and sensitivity
- Demonstrate ability to work effectively within a team and independently with minimal supervision
- Demonstrated reliability, punctuality and attendance
- Excellent communications skills, verbal and written
- Strong time management skills
- Possession of a valid Ontario drivers licence and unrestricted access to vehicle is an asset

*Please forward your application to the Hiring Committee with cover letter explaining your interest in this position as an attachment in MS Word in one document with the file name: **Last name first name** to:*

Polycultural Immigrant & Community Services

17 Four Seasons Place, Suite 102

Toronto, Ontario M9B 6E6

Email: resumes@polycultural.org

Polycultural reserves the right to post internally and externally.

In support of persons with disabilities, Polycultural asks that job applicants with disabilities who require accommodation in the recruitment and selection process, to please advise Human Resources, if contacted for an interview/testing, so that suitable accommodation can be arranged. (In compliance with AODA, 2005, Integrated Accessibility Standards). If you require assistance in sending your resume due to a disability, please contact Human Resources directly.

We thank everyone for their interest in Polycultural; however only those selected for an interview will be contacted.

Polycultural Immigrant & Community Services hires on the basis of merit and is committed to employment equity.

No Phone calls please!