WHERE COMMUNITY MEETS OPPORTUNITY
WARDEN WOODS
COMMUNITY CENTRE

74 Firvalley Court, Scarborough
Ontario, M1L 1N9
(416) 694 1138
www.wardenwoods.com

JOB POSTING

Position Title: Assisted Living Supervisor
Program: Seniors & Assisted Living Program
Employment Type: Full-Time
Hours of Work: 35 hours per week; Monday to Friday, 7-hour shift between 7 AM and 7 PM (evenings and weekends as needed), with flexibility for changes to suit operational needs
Annual salary: $58,000
Location: In-person at 3330 Danforth Ave, Scarborough, ON or other sites as directed

The Organization

Warden Woods Community Centre is a neighbourhood centre, empowering neighbours to work together to meet local challenges and create shared approaches to building community. We have been working collaboratively to support the needs and interests of local communities in Southwest Scarborough since 1970. As a multi-service charitable organization, we provide essential support like assisted living, daycare and meal programs, while also supporting caring, compassionate, just and interdependent community life for all. Learn more wardenwoods.com.

Position Summary

Reporting to the Seniors and Assisted Living Program Manager or Designate, the Assisted Living Supervisor is responsible for ensuring the provision of appropriate services to enhance the quality of life and personal wellness of seniors and adults with disabilities. The position includes overall responsibility for the coordination, implementation, evaluation and supervision of all staff in the Supportive Housing and Home Help Programs.

Job Responsibilities

- Oversee the day-to-day care of residents to ensure safety, dignity, and well-being.
- Conduct intake and in-home assessments for residents and participants
- Develop and monitor individualized care plans and schedules for residents and Personal Support Workers (PSWs).
- Supervise, mentor and support PSWs and Home Help Workers
- Supports staff recruitment, onboarding, training and performance management, and addresses day-to-day staffing and operational concerns.
- Provides supervision, guidance and support to volunteers and students involved in program delivery.
- Oversee supplies, equipment, and facility maintenance to ensure a safe environment.
- Address concerns and service delivery issues raised by residents or their families.
- Ensure compliance with Ministry of Health and Long-Term Care Guidelines.
- Ensures organizational policies, procedures, and health and safety requirements are followed, and identifies areas were practices and protocols need to evolve to address issues and meet emerging sector standards.
- Oversee and respond to issues with the Emergency Response System (Care Call System), ensuring prompt and effective action.
- Provide lunch relief monitoring for the Care Call System to maintain continuous coverage.
- Provide 24-hour on-call support for Care Call participants and staff.
- Act as backup on-call for the Home Help Program.
- Collect and monitor payments from Home Help participants, maintaining accurate financial records.
- Ensure timely timesheet approvals and payroll submission in line with organization policies.
- Maintains accurate records and ensures appropriate documentation, confidentiality, and follow-up.
- Tracks program participation, outcomes, and other relevant statistics and meaningful data, and prepares reports as required.

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- Responds to participant concerns, challenging situations and emergencies, and leads crisis responses, debriefs and appropriate follow-up.
- Participates in training and professional development and identifies opportunities to strengthen team skills and service delivery.
- Support cross-departmental collaboration, contribute with enthusiasm to WWCC initiatives, and embody the values of Warden Woods as part of our unique communities.
- Other duties as assigned.

Key Qualifications

- Minimum 3 years of related experience working with seniors/elders in a leadership role.
- Diploma in Gerontology, Social Services, Community Development, Health Care Administration or a related field, or an equivalent experience where knowledge related to physical and mental aging processes would be acquired.
- Minimum 3 years related experience working with seniors living with dementia, cognitive challenges, or other age-related conditions.
- Minimum 3 years of related experience working with seniors and people with disabilities, with a demonstrated commitment to dignity, independence and self-determination.
- Minimum 2 years of experience supervising or leading staff, including providing direction, coaching, and performance feedback.
- Strong understanding of assisted living standards, health & safety regulations, and emergency response procedures.
- Strong organizational and time-management skills, with the ability to manage daily program operations, staff schedules, and competing priorities.
- Ability to remain calm, exercise sound judgement and provide effective leadership in challenging or stressful situations where care and consideration of vulnerable people is required.
- Excellent communication and interpersonal skills, with the ability to build positive relationships with participants, families, staff, and community partners.
- Ability to work flexible hours, including evenings, weekends, and on-call shifts.
- Strong written and verbal communication skills in English.
- Proficiency of Microsoft Office 365 applications required.
- Lead in alignment with anti-racism, harm reduction, and strength-based approaches.
- Valid Ontario G class driver's license is an asset.
- Familiarity with Southwest Scarborough communities, particularly the Warden Woods neighbourhood, is a definite asset.
- Valid First Aid and CPR certification is required.
- Food Handler Certification is an asset.
- Knowledge of languages other than English is an asset.
- A Police reference check (vulnerable sector) is required prior to start.
- Must be legally entitled to work in Canada.

Working Conditions

- May involve travel to client homes and community meetings.
- On-call responsibilities as required (including evenings and weekends).
- Combination of office work and fieldwork.

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Application Instructions

WWCC is an equal opportunity employer committed to gender equality and social inclusion in our workplace. All qualified applications will receive consideration without regard to sex, gender identity, gender expression, sexual orientation, race, ethnic origin, colour, religion, nationality, disability, age, or any other characteristic protected by applicable law. We encourage applications from Black and racialized people, Indigenous peoples, 2SLGBTQIA+ community members, people with disabilities, and members of other equity-deserving groups. Please notify us as soon as possible of any adaptive measures you might require at any stage of the recruitment process.

Warden Woods Community Centre is a unionized workplace, and applicable employees are represented by CUPE Local 5218. **This is a management/exempt (non-union) position.**

Our hiring process requires a direct email submission to ensure files are processed correctly in our internal systems. **To apply, please send your resume and cover letter in one file via email to careers@wardenwoods.com with "*Assisted Living Supervisor*" in the subject line, no later than November 23, 2026.**