

JOB POSTING: Residential Support Worker

Date of Posting:	March 19, 2026
Position:	Permanent Casual Residential Support Worker
Job ID:	CCH-2581
Bargaining Status:	C.U.P.E. Local 4891
Vacancy Type:	Existing Vacant Position
Hours of Work:	Relief
Service Area:	Mental Health and Addictions
Program/Department:	Weston Step-Up
Reports To:	Program Manager
Hourly Rate/Salary:	\$20.36 / hour
Start Date:	April 18, 2026

About CommunitiCare Health

We are a first of its kind community health care agency that provides a full range of community health care and support services in Toronto, offering a blend of community support services, community mental health and addictions services, supportive housing, inter-professional primary care and home care services. We continually look for ways to better serve our clients and our community and to equitably provide access to community care to keep our clients healthy and happy at home.

Position Statement/Summary

Residential Support Workers are responsible for providing a range of services to clients, consistent with the values and goals of the program/agency. They provide hands-on assistance to address the physical/cognitive, mental health and



addictions needs of clients. RSWs are required to provide support to clients with daily living activities and assist with shopping, food preparation, cooking, food serving, and client supervision. This position requires that individuals assess potential crisis situations and intervene accordingly, while maintaining established routines of the program including all security, fire, general health and safety procedures. Residential Support Workers facilitate the overall smooth running of the program and building, consistent with the philosophies of the agency and under the direction of the Program Manager.

Key Responsibilities

1. Establish a working relationship with clients that supports their dignity, personal empowerment and facilitates addressing their psychosocial, behavioral and medical needs.
2. Provide support and assistance to clients in such areas as personal hygiene, cleaning personal space, informal supportive counselling, food preparation, social recreational activities and other needs as they occur.
3. Assess crisis situations as they arise and deal with them according to program procedures.
4. Assist clients to resolve interpersonal conflicts.
5. Provide support to clients in maintaining appointments with professional supports in the community as assigned.
6. Support clients in their medication regime if needed.
7. Liaise with clients' personal and professional supports in the community.
8. Maintain accurate records as determined by program protocols, including client files, shift entries, incident reports, and medication records.
9. Participate in supervision and staff training, as determined by the Program Manager.
10. Participate in direct service activities to ensure the efficient operation of the program and the building, including cleaning, cooking, serving food, resident intervention, medication supervision, and perform minor maintenance services to maintain the safety standard of CCH properties (such as changing light bulbs, salting, snow shoveling, toilet plunging, pest control preparation, etc.).



11. In the event of unforeseen staff illness/emergency an employee may be required to extend their scheduled shift in order to provide coverage until a replacement staff can be located to cover the next shift.
12. Plan and implement group programming.
13. Documentation of client interactions in accordance with CCH policies, procedures and protocol

Qualifications

- A degree or diploma in health/social services and/or relevant experience within the mental health system.
- Understanding of the link between systemic discrimination and mental health using an anti-discrimination/anti-oppression framework.
- Sensitivity to the stigma, marginalization, and poverty experienced by many clients.
- Ability to interact with clients in a positive and supportive manner while respecting their autonomy and individuality using Recovery Model principles.
- Knowledge of available community and mental health resources in the City of Toronto.
- Strong counseling and crisis intervention skills.
- Knowledge of a trauma-informed approach.
- Ability to communicate effectively and work within the context of a team.
- Group facilitation skills an asset.
- Ability to lift a minimum of 30 pounds.
- Computer competent and literate (word-processing, email, internet).
- Personal characteristics of flexibility, resourcefulness, independence, sensitivity, persistence, and commitment are necessary.
- Sound judgement and decision-making, time management, problem solving and organizational skills.
- Food Handlers Certification, if applicable.
- First Aid and/or CPR certification is an asset.





Note to External Applicants

We thank all the applicants for their interest and advise that only those selected for an interview will be contacted. We would appreciate no phone calls until you are contacted directly by Human Resources.

As part of our hiring practices, we encourage and particularly welcome resumes from traditionally marginalized communities. This includes but is not limited to persons with lived experience, people of colour, indigenous peoples, persons with disabilities, and members of the 2SLGBTQI+ community.

Communiticare may use artificial intelligence (AI) tools during the recruitment and selection process.

If you have any requirements for accommodation due to disability, please advise Human Resources during the recruitment and selection process. We will work with you to best meet your needs as per the resources available to us.

CommunitiCare Health is a scent-free environment.

How to Apply

Submit to: Human Resources at jobs@communiticare.org

Submission Deadline: March 27, 2026

Please indicate the Job Reference Number (CCH-2581) in the email subject line

