



MADISON COMMUNITY SERVICES

POSITION DESCRIPTION

POSITION TITLE : Personal Support Worker (1 Year Contract)
REPORTS TO : Manager, Housing Programs
HOURLY PAY : \$20.00

ABOUT MADISON:

Madison Community Services is a non-profit organization dedicated to promoting independence, health, recovery, and community integration for individuals living with mental health challenges. We achieve this through the delivery of client-centered, recovery-oriented case management, supportive housing, and a wide array of mental health and settlement services.

Madison is committed to achieving high standards of care that are evidence-based, client-centered, recovery-focused, and aligned with Accreditation Canada's standards. We are dedicated to continuously improving our quality of services through measurable outcomes and performance indicators.

POSITION SUMMARY:

Personal Support Workers provide residential support to clients. The Worker is responsible for providing recovery-oriented support to clients in the following areas: promoting health and safety, meal preparation, Activities of Daily Living, encouraging and supporting clients to maintain a clean and appropriate living space and provide light cleaning.

While this position reports to the Manager, Housing Programs, direction and support may also be provided to this position by the management team on matters pertaining to Residential Tenancy Act responsibilities, funding and financing or other related matters.

DUTIES, RESPONSIBILITIES, AND RELATED TASKS

1. Organizational

- Monitors and promotes practices that support one's own health and safety.
- Comply with Madison's policies, standards, guidelines and procedures.
- Encourage and support clients to maintain a clean and appropriate apartment, including developing a schedule and support for various ADL's of clients.
- Assist the Lead cook with all kitchen related duties
- Perform housekeeping duties like laundry, washing dishes
- Assist with Medication and medication reminders

- Document and record daily care reports, which may include any client interaction (socialization, and companionship) or incident reports.
- Report health and safety concerns to management to ensure all staff work in a safe and supportive environment.
- Must be willing to travel within Toronto.
- Other work related duties that may be developed or assigned by the program Manager, Housing Program or Manager, Housing Programs as needed.
- Work from a recovery framework in achieving the organization's mission, which is: to promote the health, independence, recovery and community integration of persons with mental health and/or addictions challenges through advocacy, education and the provision of a broad range of community based and housing support services.

2. Support Functions

- Meet with clients and Engagement and Support Workers Support Team prior to them moving into the residence. Utilize designated assessment tools.
- Ensure the fulfillment of individual goals and needs as instructed in the client's support plans.
- Work safely and report any work safety concerns to management.
- Participate in the orientation of new residents to the building and provide support for new clients who are moving in
- Follow Madison's policies with respect to infection control and pest control.
- Maintain ongoing support with clients in their housing.
- Assisting with various ADL's as defined by each Client's assessment of needs
- Assist with group supports, coaching, life skills and ADLs.

3. Monitoring and Evaluation

- Report housing needs to Housing Manager for follow up.
- Maintain a record of client feedback, concerns and report to management.

4. Administrative

- Document property related issues and inform management.
- Provide reports as required.
- Collaborate and work in partnership with case manager and other partners staff in providing support to clients health, safety, welfare and independence of clients
- Maintain a communication log to inform colleagues of any issues or trends.
- Other related duties as required.
- Document daily interactions with clients and groups.
- Be on call via cell phone for building staff and clients throughout each shift.

5. Professional Development

- Set annual performance and professional development goals.

- Participate in regular supervision with supervisor.
- Attend relevant workshops and other in-service events as approved.
- Participate in agency internal consultations and committees as requested.
- Become fluent in Madison's policies, procedures, standards and guidelines of operation.

6. Other

- Performs other job related duties as assigned by the Manager, Housing Programs or other management team members as required.
- Work independently and as part of a team.
- Ability to work independently with minimal supervision
- Ability to lift weights alone up to 40 lbs. and with assistance up to 160 lbs.
- Work Indoors, environmentally controlled places and exposure to biological agents
- Ability to handle Standard safety equipment

The job has physical demands like;

- Bending or twisting the body, standing for long periods of time
- Making repetitive motions
- Handling material manually
- Walking and running using the stairs
- Deal with a variety of residents who may be resistive and have Responsive Behaviours.

KNOWLEDGE, SKILLS AND QUALIFICATIONS

- Personal Support Worker Certificate or a college diploma in a related field or a combination of education/experience.
- Minimum 2 years' experience as a Personal Support Worker and working directly with clients dealing with substance use and mental health issues.
- Awareness of and sensitivity to the philosophies of supports and services with people who have mental health challenges.
- Effective conflict resolution, crisis intervention and de-escalation skills.
- Excellent communication skills.
- Commitment to excellence in support and services.
- Experience supporting people who have mental health challenges; experience related to supporting persons with schizophrenia an asset.
- Life Skills Certification an Asset.
- Valid First Aid and CPR Certificate.
- Valid Food Handler's Certificate.

WORKPLACE ENVIRONMENT

The 12 Lansdowne program operates in a high-support housing environment. Staff should expect exposure to second hand smoke, substance use, and varied client behaviors related to mental health and/or developmental challenges.

COMMITMENT TO EQUITY, DIVERSITY, AND INCLUSION

Madison Community Services is an equal opportunity employer committed to building an inclusive, accessible, and equitable workplace. We strongly encourage applications from individuals who identify as Francophone, BIPOC, Indigenous, LGBTQ2S+, persons with disabilities, and newcomers. *Accommodations are available upon request throughout the hiring process.*

We encourage all applicants to review Madison's website to learn more about us at www.madisoncs.org

Applicants are requested to submit their resume and cover letters to careers@madisoncs.org expressing their interest in the position on or before February 10th 2026.

We thank all applicants for their interest, however only those candidates selected for an interview will be contacted.