



Resident & Family Services Assistant, Mount Hope - Allied Health - 1 position	Posting #: 57084
Mount Hope - Allied Health	Posting Date: September 03, 2026
Mount Hope Centre for Long Term Care - London, ON	Submission Deadline: September 09, 2026
Regular Part Time	Wade Baillie, Human Resources
Non-Union	Salary Range: \$32.45 - \$38.19 /hour

The Resident and Family Services Assistant (RFSA) works within the Therapeutic Programs team at Mount Hope Centre for Long Term Care and reports to the Manager, Therapeutic Programs. The RFSA collaborates with the interdisciplinary team, residents, and caregivers to support the development and implementation of residents' plans of care.

The RFSA supports residents and families throughout the transition from the community to Mount Hope Centre for Long Term Care. This includes facilitating tours for prospective residents and families, serving as an initial point of contact, answering questions, welcoming residents on admission day, and providing ongoing support during the transition period. They also assist with internal transfers and discharge planning.

In addition, this role provides psychosocial support to residents through relationship-building, life skills development, coping strategies, and access to counselling and community resources. Practice is guided by the Ontario College of Social Workers and Social Service Workers' Code of Ethics and Standards of Practice.

The RFSA serves as a resource for residents, families, and caregivers by providing information, guidance, and support in navigating community and healthcare systems. The role also includes assisting with processes related to powers of attorney, the Public Guardian and Trustee, and other available financial resources.

Essential Qualifications

- Post-Secondary Diploma in Social Services, Human Services, Health Sciences or related field
- Knowledge of a Safety Culture in a Health Care Setting in compliance with the OHSA
- Minimum of three years of experience in a long-term care setting
- Excellent working knowledge regarding the navigation of the long-term care system and community resources available for residents
- Experience in supporting residents and their families with community services such as ODSP, ODP, PG&T
- Demonstrated ability to effectively write and speak to groups of people
- Demonstrated leadership skills inclusive of initiative and good problem-solving skills
- Experience working with the aging population and their families who are dealing with transition from community to long term care
- Strong inter-personal and organizational skills
- Knowledge of computer systems (Microsoft 365)
- Ability to work independently and as an inter-disciplinary team member
- Excellent interpersonal, organizational and strong communication skills, both written and verbal
- A police record check completed within the last six (6) months from a Canadian Police Information Centre (CPIC), inclusive of vulnerable sector screening, will be required of the successful candidate.

Teaching and Research

- St Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading

research and teaching hospital. As an employee of St Joseph's, you will be expected to engage in role related teaching and research activities in addition to any of your clinical duties

Immunization Requirements

- Provide vaccination records or proof of immunity against measles, mumps rubella, varicella (chicken pox), Hepatitis B, COVID-19 and influenza.
- Provide documentation of the Tuberculosis skin testing

Your interest in this opportunity is appreciated.

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.
Only those under consideration will be contacted.*