

Job #212 Family Assistant with Couple in Forest Hill



Seeking a full-time, live-out Family Assistant for an elderly couple who live in the Forest Hill area of Toronto. The couple is in good cognitive health, but have undergone some recent physical health setbacks. The couple is relatively formal and enjoy a peaceful home. There is a housekeeper and a team of Personal Support Workers.

The position's schedule is Monday to Friday, 11am to 8pm to cover post dinner clean up, however times will vary according to needs and may require occasional weekends or overnighting if required. The position comes with three weeks vacation.

Must be legally eligible to work in Canada and be fully COVID-19 vaccinated. Applicants must have a G-level driver license and ideally own a vehicle (although family vehicle used while at work). This is a non-smoking residence.

Position Responsibilities:

- Being of general assistance around the household (there is a housekeeper who comes in three times per week)
- Driving couple to appointments (using the family vehicle)
- Conducting errands (grocery shopping, etc.)
- Maintaining calendar and keeping track of appointments and other key dates
- Vendor management and supervision including maintaining a seasonal checklist schedule of what needs to be done by who
- Daily walkthrough of the residence to identify any issues (i.e. plumbing leaks, malfunctioning televisions, etc.)
- Maintaining an emergency contact list (doctors, family members, etc.)
- Maintaining contact details for vendors (plumber, electrician, roofer, gardener, pool company, HVAC, etc.)
- Answering the telephone and door and taking accurate messages and ensuring they are delivered to the correct party
- Computer assistance as needed, to include making sure that there is ink and paper in the printer
- Dinner table setting and service as well as post meal clean up
- Prep fruit, juice, set up coffee maker for the following morning
- Assisting in the planning, coordination, and execution of events as needed

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- Topping up flower arrangements with fresh water and removal of dead flowers
- Light housekeeping, room detailing, and tidying
- Manage household inventories, create grocery lists, and do shopping
- Manage schedules for PSWs and monitor the performance of the PSWs. Potentially be involved in hiring and termination in accordance with family guidelines.
- Report and manage any emergency situations
- Ability to cook is an asset
- Going through refrigerator and removing expired foods
- Taking out trash and recycling
- Check on audio / visual and Internet equipment to make sure they are working
- Work respectfully with other household staff, contractors, vendors
- Making sure household is secure when leaving at the end of the day
- Anything else that might be required from time to time

Qualifications:

- Experience working for high or ultra-high-net-worth individuals
- A happy and pleasant personality with a professional understanding of workplace boundaries
- A G-level license and comfort driving others in a luxury vehicle
- Access to a vehicle for work purposes is an asset (mileage will be paid in accordance with Canada Revenue Agency)
- Experience setting and serving the table
- Experience coordinating, managing, and vetting trades and vendors
- Organized and checklist minded (i.e. seasonal checklists for work that should be done for the house)
- Experience managing and evaluating staff performance
- Some cooking experience is an asset
- Ability to overnight from time to time
- Should take pride in their work and have a "service heart"
- Be able to provide schedule flexibility
- Polished and professional presentation
- Willingness to do light housekeeping and tidying
- Must be able to work with other staff members in a collegial and respectful manner
- Strong communication and listening skills
- Must be gracious and able to handle difficult situations in a professional and calm manner
- Must exercise complete discretion and maintain confidentiality

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- This is a non-smoking residence
- Must be fully vaccinated against COVID-19
- Must hold current status to legally work in Canada

PLEASE NOTE: We thank everyone for their application. Unfortunately, only those who qualify for the position will be contacted due to volume of responses.