

Parents for Community Living	Job Description	Primary Workplace: Day/Community Settings	Page: 1 of 2
Position Title: Assistant Supervisor - Respite			
Effective: July 1,2019 Revised:	Job Status: Hourly Rated	Reports To: Program Supervisor	

Job Summary:

The Assistant Supervisor acts as a team leader with responsibilities for supervising staff performance, organizing and monitoring work processes, and ensuring the effective and efficient day-to-day operations of the assigned program area, specifically adult respite. In addition, the Assistant Supervisor provides direct support to individuals supported by the organization in accordance with the mission, vision, values and policies of Parents for Community Living.

Job Specifications:

Qualifications:

The Minimum qualifications for the Assistant Supervisor position are as follows:

Educational Requirements

- i. University degree or community college diploma in the field of social services or a Developmental Service Worker Diploma.

Knowledge and Skill Requirements

- i. Two years' experience in the field of developmental services.
- ii. Knowledge of relevant legislation and regulations related to the delivery of the supports and services of the program area.
- iii. Excellent written and verbal communication skills.
- iv. Effective and well developed interpersonal skills.
- v. Computer literacy at a level that supports program reporting requirements.
- vi. Ability to work both independently and as a team member to achieve outcomes and deadlines.
- vii. Excellent organizational skills to plan, direct and monitor work flow processes.

Competencies and Judgment

Demonstrated competence and good judgment to:

- i. Exhibit self-control in handling emergencies, crises and challenging behaviour.
- ii. Show flexibility in accommodating competing demands.
- iii. Maintain confidentiality and act in accordance with the values and ethics of PCL, providing service in a caring and supportive manner

Job Duties:

The Assistant Supervisor has the following major responsibilities:

Reports to and acts as a resource to Program Supervisor

- i. Provide the Program Supervisor with timely and accurate information regarding Human Resources, Health and Safety, Respite Supports, family/advocate correspondence and Individuals in care as requested.

Compliance with Legislation, Regulations and Policies

- i. Ensure compliance with identified legislation and regulations that directly pertain to the delivery of residential, respite and/or day support services.
- ii. Ensure compliance with the Operational policies and procedures of Parents for Community Living.
- iii. Inform the Program Supervisor of any non-compliance with legislative requirements, policies and/or other guidelines.

- iv. Document, take action in response to and advise the Program Supervisor of any suspected abuse and/or health, safety or security concerns.

Program Supervision

- i. Supervise applicable program area within the context of the mission, vision, values and strategic priorities of the organization.
- ii. Provide supervision by holding people accountable for their performance and providing effective communications, coaching and support to ensure performance meets PCL standards.
- iii. Ensure the completion and implementation of staffing schedules for the applicable program area.

Service Delivery

- i. Monitor implementation of person-centred goals for respite individuals supported in applicable program area.
- ii. Collaborate with staff to plan and discuss outcomes achieved for individuals supported.
- iii. Implement process to welcome respite individuals admitted to the program area.
- iv. Be the main point of communication for respite families ensuring consistent and professional contact.
- v. Show leadership in providing direct support to individuals, using best practices in advocating for individuals and fostering independence.
- vi. Ensure that all medications are properly received, documented and administered as per organizational and professional guidelines.

Human Resources

- i. Conduct on-site orientation for new employees in program area in conjunction with the Program Supervisor and key staff.
- ii. Provide support, coaching and supervision to develop employees and promote effective job performance.
- iii. Provide feedback and support to the Program Supervisor in assisting with probationary and annual job performance evaluations for program staff.
- iv. Implement coaching strategies to address any areas of poor employee performance in conjunction with the Program Supervisor.

Financial Management

- i. Assist the Program Supervisor as necessary in completing the monthly petty cash spread sheet within the first 5 days of the next month and submit to the Director of Community Supports and Finance department.
- ii. Ensure that the finances for respite individuals are accurately accounted for per each respite stay.

Information Management

- i. Protect and maintain confidentiality of information related to individuals supported, families, staff and organizational directions.
- ii. Ensure accurate and adequate reporting and recording of information required by legislation, funders and organizational policies and procedures.

Physical Facilities Management

- i. Ensure that routine and urgent maintenance issues are addressed and communicated to the Program Supervisor to ensure safe, secure and healthy environments for individuals supported and program staff.

Communications

- i. Communicate regularly with program staff through written correspondence and participation at staff meetings.

Health, Safety and Security.

- i. Participate in Health and Safety responsibilities and recording.

Risk Management

- i. Inform the Program Supervisor of situations that could potentially create risk for the organization.

Representation of the Organization

- i. Liaise with family members, advocates and parallel agencies providing supports to individuals in their program as required by responding to identified questions and concerns in a timely manner.

Professional Development

- i. Participate in a job performance evaluation process and follow up on any stated goals and/or actions.
- ii. Attend professional development opportunities recommended by the Program Supervisor that are designed to enhance management and/or program-specific knowledge and/or performance.

Authority

The Program Supervisor delegates authority to the Assistant Supervisor to:

- i. Implement day-to-day operations of the program.
- ii. Supervise and participate in the evaluation of program staff.
- iii. Interpret and implement the policies and procedures of the organization

Accountability

The Weekend Respite Supervisor is accountable to the Program Supervisor for the following:

- i. Conducting day-to-day operations of the program area.
- ii. Ensuring that relevant legislation, regulations and organizational policies and procedures are not violated.
- iii. Ensuring that services and supports are delivered within the approved budget and that resources are allocated wisely.
- iv. Ensuring that program staff have the requisite support, supervision, orientation and training to carry out their responsibilities.
- v. Ensuring a safe, healthy and productive work environment.

Major Contacts

The Weekend Respite Supervisor will maintain regular contact with the following:

- i. Program Supervisor
- ii. Directly Supervised Staff
- iii. Individuals Supported by the Organization
- iv. Respite Family Members and Advocates
- v. Other agencies and professionals involved in providing supports to individuals in care with PCL.

Working Conditions

The working conditions for the Weekend Respite Supervisor are as follows:

- i. Work is generally performed at program area locations and in community settings.
- ii. Work involves regular driving assignments.

Employment Conditions:

Specific employment conditions of the Assistant Supervisor are as follows:

- i. Valid Ontario Driver's License.
- ii. CPI Certificate
- iii. Criminal Reference Check for the Vulnerable Sector.
- iv. Current First Aid and CPR Certification.