

PARENTS FOR COMMUNITY LIVING	JOB DESCRIPTION	PRIMARY WORKPLACE: PCL Program Site Locations and Community	PAGE: 1 of 4
POSITION TITLE: Program Supervisor			
EFFECTIVE: Dec. /98 REVISED: Nov/08, Jan/ 10, Feb /15, Mar/18, Jan/22	JOB STATUS Hourly	REPORTS TO: Services Director	

**Job summary:**

The Program 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. In addition, the Program Supervisor provides direct support to people 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 Program Supervisor position are as follows:

**Educational Requirements**

- i. University degree or community college diploma in the field of social services. 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 workflow 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. Maintaining confidentiality and acting in accordance with the values and ethics of PCL, exhibiting zero tolerance for gossip and providing service in a respectful, inclusive and supportive manner

**Code of Conduct**

PCL respects the worth, dignity and uniqueness of all persons, as well as their rights and opportunities within a safe caring environment. The PCL code of conduct policy serves as a guide to the everyday conduct of all employees.

Unacceptable actions that deviate from the standard are not acceptable and will be subject to discipline, up to and including termination.

## **Duties and Responsibilities:**

The Program Supervisor has the following major responsibilities:

### **Resource to Applicable Services Director**

- i. Participate as a member of the supervisory team and attend monthly meetings.
- ii. Provide the applicable Services Director with timely and accurate information regarding Human Resources, Health and Safety, Operations 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 applicable Services Director of any non-compliance with legislative requirements, policies and/or other guidelines.
- iv. Document and act in response to any suspected abuse and/or health, safety or security concerns. Advise the appropriate director immediately.

### **Program Supervision and Leadership**

- i. Supervise applicable program area within the context of the mission vision, values and strategic priorities of the organization. Advise HR of pending job vacancies and participate in the interviewing and orientation process.
- ii. Provide support, coaching and supervision to develop employees and promote effective job performance using a creative, positive and respectful approach. Holding people accountable by setting expectations and/or discipline procedures if performance standards are not met.
- iii. Foster an inclusive and positive team environment by encouraging positive conversations around diversity, equity and inclusion engaging with different perspectives.
- iv. To actively participate in Anti-Racism, diversity, equity and inclusion activities, goals, and objectives of the organization
- v. Complete probationary and annual job performance evaluations for program staff.
- vi. Ensure bi-weekly employee time sheets are reviewed and entered into the payroll system in a timely manner.
- vii. Ensure the completion and implementation of staffing schedules for the applicable program area.

### **Service Delivery**

- i. Ensure that person-centred plans are completed in collaboration with the person supported, DSPs and others who are important to the person supported. This is completed annually for each person supported in their home/location. Ensure that the person has had a chance to share their goals/outcomes and that these are respected, supported and included in the annual plan.
- ii. Monitor implementation of goals and outcomes for each person supported in their home/location.
- iii. Show leadership in providing direct support to individuals as required, using best practices in advocacy, inclusion and fostering independence.
- iv. Ensure that the health and medical needs of individuals supported are a priority with all program staff.
- v. Ensure that menus are planned to incorporate Canada's Food Guide, religious or cultural needs and special diets as required.
- vi. Ensure that all medications are properly administered as per organizational/medical guidelines.

### **Financial Management**

- i. Oversee program expenses and take corrective action as required to address variances.

- ii. Complete monthly petty cash spread sheet within the first 5 days of the next month and submit to the Finance and Operations Director and appropriate Services Director.

#### Information Management

- i. Protect and maintain confidentiality of information related to people supported, families, staff and organizational records.
- 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 to ensure safe, secure and healthy environments for people supported and program staff.

#### Communications

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

#### Health, Safety and Security

- i. Ensure currency with all Health and Safety Policies, meeting minutes and expectations and ensure all team members are aware of and carrying out their responsibilities.
- ii. Participate in all annual inspections by outside agencies and/or authorities in collaborations with the Technology and Operations Manager.
- iii. Ensure that Health and Safety is a topic at every staff team meeting.

#### Risk Management

- i. Inform the applicable Services Director immediately of situations that could potentially create risk for the organization.

#### Representation of the Organization

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

#### Professional Development

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

#### **Authority**

The applicable Services Director delegates authority to the Program Supervisor to:

- i. Implement day-to-day operations of the program.
- ii. Select, supervise, and evaluate program staff.
- iii. Interpret and implement the policies and procedures of the organization.

#### **Accountability**

The Program Supervisor is accountable to the applicable Services Director 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.

**Working Conditions**

The working conditions for the Program Supervisor are as follows:

- i. Work is generally performed at program area locations and in community settings. There may be circumstances when work from home is required and/or requested. This will be determined on a case-by-case basis depending on the situation.
- ii. Work involves regular driving assignments and use of personal vehicle and personal cell phone.

**Employment Conditions:**

Specific employment conditions of the Program 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.