

Community Supervisor

Nucleus provides personal support and essential homemaking assistance to frail seniors and persons with physical disabilities living within designated areas in Mississauga, Oakville, South Etobicoke and two sites in Toronto. Scheduled and on-call services are available 24/7/365 to enable individuals to remain living independently in their own homes.

Reporting to the Program Manager(s), the Supervisor provides direction and oversight for front line staff (primarily PSW employees) and is accountable for the safe and efficient operation of all consumer service delivery activities.

This is a temporary full-time position

Key responsibilities include:

- Assessing the needs of clients and developing individualized care plans in collaboration with the client
- Facilitating the intake, transfer and discharge of clients to and from the programs
- Developing, maintaining and revising individualized service plans and schedules for clients in order to best meet their changing needs
- Developing trusting and supportive professional relationships with clients while assisting them with available healthcare resources
- Being the primary contact for clients for their care coordination and acting as a resource and client advocate for quality service provision
- Providing supervision, leadership, guidance and support to program staff, including hiring, training, orientation, discipline etc.
- Managing the day-to-day operational activities of the Programs under the direction of the program manager
- Working collaboratively with all members of the team to ensure timely delivery of safe and effective services to all clients/consumers
- Ensuring compliance with documentation and organizational/departmental policies and procedures
- Responding to unresolved client and family member issues
- Performing supervisory home visits and competence assessments of frontline staff in the community
- Conducting re-assessments at regular intervals and as required when client condition changes
- Providing appropriate communications and supportive employee tools

For this dynamic role, your qualifications include:

- Registered Practical Nurse (preferred) and/or Post-Secondary Education (Bachelor's degree) in healthcare with a preferred focus on aging and/or disabilities.
- Minimum three (3) to five (5) years direct supervisory experience in a unionized healthcare environment.
- Experience working in a Community Healthcare organization an asset.
- Solid understanding of electronic scheduling software and/or electronic client record. Gold Care experience an asset.
- Experience working with/supervising unregulated healthcare workers and a solid working knowledge of their scope of practice, roles and functions.
- Experience in coaching and mentoring staff (i.e. leading orientation, implementing processes and procedures, taking on the role of trainer in a train-the-trainer model).
- Excellent organizational, interpersonal and communication skills and demonstrated problem-solving skills.
- Excellent customer service skills and a passion for delivering exceptional service to vulnerable populations in the community.
- Proficient with Microsoft Office Suite (Word, Excel, PowerPoint) and demonstrated ability to learn and effectively utilize computer applications.
- Verbal and written fluency in French is considered an asset

Additional requirements include:

- Valid driver's license, access to a reliable vehicle and willingness to travel in the community as required to support all staff at all sites.
- Flexibility to work days, evenings, weekends and holidays on a scheduled rotation, with varying shift lengths (hours of operations 06:00 – 23:00).

Interested and qualified applicants can apply by forwarding their cover letter and resume, including salary expectations, referencing Job Posting # 034 to Human Resources: careers@nucleusonline.ca

Job Posting Date: December 13, 2017

Job Closing Date: Until filled

Nucleus Independent Living welcomes and encourages applications from those with disabilities. Accommodations are available upon request. All qualified persons are encouraged to apply. We thank all candidates, however, only those selected for an interview will be contacted. Nucleus is an Equal Opportunity Employer.