



Has an exciting opportunity for an experienced

Supervisor – Temporary Full-Time Available

who is passionate about providing exceptional client healthcare services

Nucleus Independent Living is a non-profit organization with over 30 years of experience in providing high quality personal support and essential homemaking services within an independent living philosophy to frail seniors and persons with physical disabilities living in the communities of Mississauga, Oakville and parts of Etobicoke. 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, the Supervisor works from the office and provides direction and oversight for front-line staff (primarily PSW employees) in the field and is accountable for the timely, safe and efficient operation of service delivery activities. The Supervisor performs complex and varied tasks that require exercising sound judgment and decision-making.

Key responsibilities include:

- Managing the day-to-day operational activities by:
 - providing supervision, leadership, guidance and support to program staff (includes responding to and giving appropriate direction to staff in urgent situations while promoting client and employee safety and mitigating risk)
 - addressing time-sensitive client complaints and service quality issues
 - ensuring appropriate coverage of employee shifts and client service visits
 - maintaining meticulous records and documentation of operational tasks and events
 - auditing and overseeing the compliance with the organization's point-of-care technology software
- Participating in employee training, orientation, performance appraisals and performance management as required
- Working with schedulers to oversee the scheduling of employees in consideration of worker limitations, client requirements, and compliance with the Collective Agreement
- Communicating and coordinating with Community Supervisors to resolve service delivery issues
- Coordinating and approving employee vacation and leave requests
- Preparing bi-weekly payroll submissions and reconciling agency use invoices
- Preparing statistical and administrative reports (daily, weekly, biweekly and monthly)
- Monitoring and ordering administrative and medical supplies ensuring appropriate levels are maintained
- Ensuring compliance with organizational/departmental policies and procedures and relevant legislation

For this dynamic role, your qualifications include:

- Bachelor's degree in healthcare management, nursing or social services discipline. Knowledge of geriatrics and physical disabilities an asset.
- Minimum three (3) to five (5) years supervisory experience in a unionized healthcare environment. Experience working in community an asset.
- Experience working with/supervising unregulated healthcare workers and a solid working knowledge of their scope of practice, role and functions.
- Ability to work collaboratively to achieve set goals and performance metrics
- Excellent organizational, interpersonal and communication skills and demonstrated problem-solving skills
- Excellent customer service skills and a passion for delivering the best possible quality care and exceptional client experience to vulnerable populations
- Ability to take initiative, work independently and successfully managing multiple tasks simultaneously within a fast paced environment
- 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)
- Proficiency with Microsoft Office Suite (Word, Excel, Powerpoint) and demonstrated ability to learn and effectively utilize computer applications. GoldCare Client Record System experience an asset.

Additional requirements include:

- Flexibility to work days, evenings, weekends and holidays on a scheduled rotation (and on call as requested)
- Bi-lingual (French and English) is considered an asset

Interested and qualified applicants can apply by forwarding their cover letter and resume in PDF Format, **including salary expectations**, referring Job Posting # 040 to Human Resources:
careers@nucleusonline.ca

Job Posting Date: February 28, 2018 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.