



Vibrant Healthcare Alliance POSITION DESCRIPTION

POSITION TITLE	Supervisor, Attendant Care Services
REPORTS TO	Manager, Attendant Care Services
DATE	Updated February 2024

PURPOSE OF POSITION

The Supervisor, Attendant Care Services is responsible for developing and leading a team of Personal Support Workers (PSWs) who deliver outstanding service to our clients under the independent living philosophy.

- KEY RESPONSIBILITIES**
- SERVICE DELIVERY MANAGEMENT**
- Inspires and acts as a champion for service excellence, providing leadership, mentorship and support to a team of Personal Support Workers.
 - Ensures that clients receive high quality services, and that services are provided in accordance with clients' service agreement, Occupational Health and Safety guidelines and the organization's policies and procedures, in an efficient, cost-effective manner.
 - Participates in client intake, performs service level reviews and makes necessary changes to client service agreements, on a regular basis and as needed.
 - Provides guidance and solutions to resolve escalated scheduling and booking issues required to address staffing gaps or service changes as needed.
 - Provides advice, guidance and direction to staff and clients to support the resolution of sensitive or contentious service delivery issues and concerns, informing the Manager of any situations or issues beyond scope of responsibilities that may have a broader impact.
 - Establishes and maintains relationships with clients and supports effective information sharing and communication between clients and staff.
 - Coordinates health services and social support interventions for clients, as needed.
 - Liaise with landlords as necessary to facilitate client intake and unit turnovers.
 - Compiles and analyzes statistics and other data required for planning, service delivery monitoring and performance reporting.
 - Maintains and organizes an adequate inventory of personal protective equipment and supplies.
 - Provides 24-hour management coverage on a rotating weekend basis, covering shifts and making critical decisions on behalf of the organization following established policies and procedures.
 - Participates in external committees and collaborates with partners.
 - Provides back up support in the absence of the Scheduler or Manager.
- QUALITY ASSURANCE AND SAFETY**
- Regularly reviews and monitors service delivery and other relevant data to inform business and service improvement opportunities.
 - Instructs staff on safe work procedures, occupational health and safety policies and requirements to ensure the safety of staff and consumers and monitors compliance.
 - Supports the development and implementation strategies and initiatives to promote a safe work environment including training, communications and increasing awareness.
 - Participates in quality improvement initiatives that enhance the quality of client services and facilitates continuous improvement in all aspects of the organization.
 - Participates on organizational committees. (i.e. Joint Health and Safety Committee, Project Committee, etc.) as requested.

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PEOPLE AND RESOURCE MANAGEMENT

- Promotes a culture which respects equity, inclusion, diversity and anti-racism and encourages all employees to work together to achieve result and contribute to a healthy, rewarding and productive work environment.
- Manages the performance of staff through annual performance appraisals, regular staff meetings and ongoing feedback, addressing performance issues as required through corrective action.
- Manages the development of training material and the provision of training, learning and development for new and existing staff.
- Monitors and manages all relevant budgets and resources to ensure financial accountability.
- Manages all aspects of people management for direct reports including recruitment, orientation, coaching, mentoring, conflict resolution, performance management and learning and development.

QUALIFICATIONS

SKILLS AND KNOWLEDGE

- Strong knowledge and understanding of independent living philosophy and principles
- Strong knowledge and experience in the delivery and management of personal support services
- Strong supervisory skills, including the ability to mentor, coach and inspire staff
- Effective decision making, issues management and problem-solving skills
- Demonstrated dependability, flexibility, organizational and time management skills
- Excellent relationship management, interpersonal and communication skills with the ability to diplomatically and effectively communicate with staff, consumers, stakeholders and the public.
- Demonstrated ability to work independently and manage priorities
- Ability to work collaboratively within and across multi-disciplinary teams
- Working knowledge of MS Office (Word, Power Point, Excel)

EXPERIENCE AND EDUCATION REQUIREMENTS

- Minimum 5 years of progressive experience in attendant care or personal support services.
- Post-secondary education preferably in health or social services.
- Experience providing supervision and oversight of staff.
- Experience working in a unionized environment.

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LEADERSHIP COMPETENCIES

The **LEADS** framework represents the capabilities (key skills, abilities and competencies) required for effective leadership in the modern Canadian health environment and all levels of the health system. This framework has been adopted by Vibrant Healthcare Alliance.

As a **people and service delivery manager**, the Site Lead is expected to demonstrate these leadership competencies at the **developing level of proficiency** (i.e. beginning to apply the competencies but requires occasional guidance and further development).

Lead Self:	Engage Others:	Achieve Results:	Develop Coalition:	Systems Transformation:
<ul style="list-style-type: none"> • Are Self Aware • Manages Themselves • Develops Themselves • Demonstrates Character 	<ul style="list-style-type: none"> • Fosters Development of Others • Contributes to the Creation of Healthy Organizations • Communicates Effectively • Builds Teams 	<ul style="list-style-type: none"> • Sets Direction • Strategically Aligns Decisions with Vision, Values, and Evidence • Takes Action to Implement Decisions • Assesses and Evaluates 	<ul style="list-style-type: none"> • Purposefully Builds Partnerships and Networks to Create Results • Demonstrates a Commitment to Customers and Service • Mobilizes Knowledge • Navigates Socio-Political Environments 	<ul style="list-style-type: none"> • Demonstrates systems/critical thinking • Encourages and Supports Innovation • Orients Themselves Strategically to the Future • Champions and Orchestrate Change

APPROVED BY:	SIGNATURE:	DATE:
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