



September 2011

<u>JOB DESCRIPTION</u>	
POSITION:	Supervisor
REPORTS TO:	Designated Manager
ACCOUNTABLE TO:	Executive Director

QUALIFICATIONS:

Diploma or degree in the human services field. A minimum of 3 years experience required in providing services in a community related setting, supervisory role and in program administration.

POSITION SUMMARY:

Under the direction of the Manager, the Supervisor will be responsible to direct the services of their respective programs in order to ensure the effective provision of required rehabilitation and or support to individuals in service.

To guide, coach, and mentor teams to competently perform and complete the essential components of service provision. The completion of regular supervision and detailed performance evaluation of designated team members is an integral aspect of this role.

Supervisors will reference specific "Operations Manuals" and the organization's Policies & Procedures as well as seek out the direction of the designated Manager for further guidance with respect to roles and responsibilities.

KEY RESPONSIBILITIES:

1. In collaboration with the Manager, responsible to guide the activities of the specific program including: intake and service provision, scheduling, service co-ordination, composition of teams, the development of group activities, the involvement of community partners and to oversee the completion of all tasks and responsibilities of team members.

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2. To identify, assess and provide recommendations to address hazard and risk related concerns in the work environment.
3. In collaboration with the Manager, oversee the implementation of specific quality improvement activities.
4. To provide regular supervision to assigned team members in order to determine performance goals, action plans and complete detailed performance evaluations.
5. To assist in screening, interviewing, hiring, orientating and mentoring of new team members.
6. To actively participate and contribute as members of the Leadership Team.
7. To assist the Manager in monitoring costs and resources related to staffing and programming.
8. Complete administrative tasks associated with the position.
9. To participate in the On Call Supervisor rotation.
10. Actively participate in regular supervision meetings in order to identify personal and professional development goals and needs and to evaluate performance.
11. Actively participate in module training and other educational and or professional development activities.

PHYSICAL DEMANDS:

1. In accordance to Occupational Health and Safety Standards, the physical demands of this position may include: lifting/transferring of individuals; pulling and pushing of wheelchairs; standing, sitting, climbing stairs, walking and bending.
2. This position requires the ability to diffuse and redirect aggressive behaviour.
3. Strong observational skills are required in order to meet the needs of the individuals, when verbal communication is not always possible.
4. There will be use of cleaning apparatuses, computer keyboard, telephone and other office equipment, which require sight and touch concentration as well as excellent hand/eye co-ordination.
5. Driving will be required.
6. Occasional periods of high stress, frequent distractions and interruptions.