

INTERNAL/EXTERNAL JOB POSTING: SUPERVISOR - Residential

CLASSIFICATION: Supervisor
PROGRAM AREA: Residential
EMPLOYMENT CATEGORY: Full-time Employee
CLOSING DATE: August 9, 2021, by 4:30 p.m.

POSITION SUMMARY: Reporting to the Director of Housing or their designate, the Supervisor will oversee, manage and supervise assigned support services/options which provide individually focused center and/or community-based participation opportunities for adults who have developmental / intellectual disabilities and who may also have expressive behaviors, physical or sensory challenges and/or medical or attendant care needs.

JOB DUTIES, SKILLS, ABILITIES & QUALIFICATIONS, ETC.:

- Participate in hiring, direct, orientate, supervise, and schedule support staff.
- Promote positive, pro-active environments to enable personal growth, development, and well-being among and for both participants and support staff.
- Organize workflow and ensure that employees understand their duties or delegated tasks.
- Set goals for performance and monitor employee productivity by providing constructive feedback and coaching in ways that comply with company's plans and vision.
- Resolve personnel problems by analyzing data; investigating issues; identifying solutions; initiating and fostering a spirit of cooperation within and between program areas or sites; recommending action; and serving as a link between subordinates and upper management.
- Develop, promote and direct creative programs that are desired by participants and their families.
- Maintain quality of service by establishing and enforcing organizational and participant service standards; analyzing and resolving problems; identifying trends / needs; recommending improvements.
- Promote, ensure and provide personalized supports, support plans and services for participants.
- Ensure comprehensive communications among service participants, their families and caregivers, other support options within CLSL, associated professionals, specialists and consultants and service agencies.
- Assist in developing, implementing, and controlling site specific budgets and accountability systems
- Thorough and consistent completion, submission and follow up of data collection, documentation, and record maintenance to ensure all CLSL, legislative and regulatory requirements.
- Effectively interpret & ensure compliance with both CLSL policies and procedures, and respective government legislation and regulatory requirements (e.g., Quality Assurance Measures, OHSA, Risk Management, etc.).
- Ensure compliance with CLSL's Collective Agreement with its CUPE local.
- Ensure the safety, well-being, respect, independence, privacy, security of participants and personal property.

PROFESSIONAL APTITUDES AND ABILITIES REQUIRED:

- Demonstrated leadership, management, and interpersonal skills necessary
- Demonstrated experience and expertise in conflict resolution and mediation
- Demonstrated creative thinking, problem solving and decision-making skills
- Demonstrated excellence in collaboration and teamwork skills
- Demonstrated ability to model, teach, encourage, and support individuals to achieve their personal potentials
- Demonstrated resilience in performing and prioritizing intense job demands
- Knowledge and experience using Microsoft Office and the ability to learn new software quickly as necessary
- Demonstrated excellence in verbal and written communication necessary
- Flexibility and willingness to work varying hours as necessary
- Being a positive ambassador of CLSL and within the community
- Demonstrated understanding of adherence to and valuing of CLSL policies, procedures, performance standards and reporting requirements
- Declaration that one has the physical and psychological capacity to fully and competently perform the above duties

EDUCATION AND EXPERIENCE:

- Minimum 2-year Post-Secondary Education in Developmental or Human Services REQUIRED and demonstrated interest in continuous learning. (Candidates who do not meet this minimum standard will not be considered)
- Minimum 3-5 years' experience in various support settings
- Demonstrated and proven leadership skills.
- Demonstrated ability to work well under pressure and respond effectively in emergencies.
- Demonstrated flexibility, creative problem solving and sound crisis management techniques.
- Excellent written and verbal communication skills
- Strong analytical, decision making skills combined with attention to detail, ability to multi-task and manage time effectively.
- Advanced knowledge and skills of scheduling software and Microsoft Office applications, especially MS Word and MS Excel.
- Valid Class "G" driver's license, automobile liability insurance and a reliable vehicle.

COMPENSATION:

Starting Salary: To be determined
Hours Per Week: 40 hours/week
Company Benefits: Premiums paid by CLSL

Submit résumé to:
Community Living Sarnia-Lambton
c/o Shelby Pitts, Human Resource Assistant
551 Exmouth Street, Suite 202, Sarnia, ON, N7T 5P6
Email: resume@communitylivingsarnia.org

Note: Management will also advertise for and consider external candidates for this position. Community Living Sarnia-Lambton is committed to developing inclusive, barrier-free selection processes and work environments.