



Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
 37911 MacKenzie Highway | 37911 route Mackenzie  
 Hay River, NT X0E 0R6 | ☎ (867) 874-8000 📠 (867) 874-8141

## Job Description

### IDENTIFICATION

<i>Position Number</i>	<i>Position Title</i>	
U01-141	SLS Program Supervisor	
<i>Department</i>	<i>Position Reports To</i>	<i>Site</i>
Supportive Living Services	Manager of Continuing Care	Supportive Living Services

### PURPOSE OF THE POSITION

To manage and operate the Supportive Living Program to enhance each resident's and client's potential to live, work, and participate in community life while supporting individuals to achieve and maintain their maximum level of independence and dignity.

### SCOPE

This position may be located at one of the Hay River Health & Social Services Authority (HRHSSA) locations. They include the Hay River Regional Health Center (HRRHC), the Gensen Building, Woodland Manor, Supportive Living Services and/or H.H. Williams Memorial Hospital (HHWMH). The HRHSSA is an accredited, integrated health authority that provides the following services: 19 acute inpatient beds (14 Community Support Beds, 1 Family Suite (Palliative), 2 Secure Rooms, 2 Observation beds), Emergency and Ambulatory Care, including dialysis and endoscopy; Midwifery Care and Delivery; 25 Long Term Care beds; Supportive Living Campus, a Territorial campus providing 11 permanent residences; Diagnostic Services (Diagnostic Imaging, Ultrasound, Mammography); Laboratory; Medical and Specialty Clinics including Diabetes programming; Social Programs (Community Counselling, Healthy Families and Child and Family Services) Community Health and Home Care, Rehabilitation which include Physiotherapy, Occupational Therapy and Speech Language Pathology; and a full range of Support Services.

Reporting to the Manager of Continuing Care and working as a member of the management team the Program Supervisor is responsible for planning, developing, monitoring and evaluating the day to day operations at the Supportive Living Campus, 11 permanent and one respite bed. The incumbent is also responsible for maintaining effective liaison with the Department of Health and Social Services regarding Territorial programs and standards related to the planning and delivery of Supportive Living Services.

Residential services include the provision of housing and assistance to residents in meal planning and preparation, laundry and housekeeping, support in recreation and social activities, and health and wellness services. Community participation opportunities are provided to residents as well as community based clients. The incumbent is responsible for the direct supervision of 20 Personal Outcomes Workers (POSWs) and one Resident Care Aide.

All Supportive Living Services are managed in accordance with the Hay River Health and Social Services Authority's philosophy, policies and objectives, the collective agreement, relevant legislation, standards and regulations.

## **RESPONSIBILITIES**

- 1. Organizes, manages and supervises Supportive Living Services according to Territorial Legislation, HRHSSA policies and procedures, and the Collective Agreement and ensures programs are operating efficiently and equipped with the required human resources**

### Main Activities

- 1) Manages, coordinates, and facilitates human resources for the Supportive Living Program to ensure the efficient and safe operation of services:
  - Participates with the Manager in the recruitment and selection of Personal Outcome Support Workers and Resident Care Aides
  - Responsible for the orientation and development of the support staff;
  - Provides on-going team development by promoting positive team morale, conflict resolution, and on-going training for support staff;
  - Monitors and evaluates POSW and RCA job performance through the completion of probationary and annual performance evaluations;
  - Provides direction to staff in all areas of program delivery;
  - Provides or organizes staff development and training to ensure team proficiency in meeting the needs of residents and clients.
  
- 2. Serves as the site administrator of the Supportive Living program and coordinates the operation of the Supportive Living Program services in accordance with HRHSSA policies and procedures and appropriate Standards of Practices ensuring quality services are provided in a safe, efficient resident/client focused manner.**
  - Promotes and ensures that all staff perform duties in accordance with approved standards in a safe and competent manner;
  - Documents and follows up on all WSCC occurrences in accordance with policies and procedures;
  - Promotes positive relationships with residents, guardians, clients, community representatives, families and staff;
  - Acts as first line of assistance for staff dealing with unusual or complex occurrences and deals with conflicts between staff, residents/clients, families and members of the community;
  - Identifies and actions program needs related to the maintenance of Supportive Living sites and ensures that services are organized and administered in a timely, cost-effective manner.
  - Ensures quarterly reports are completed and sent to guardians, family and case workers;
  - Participates on the SLS on call roster;
  - Assists with the development and/or review of department policies, processes and procedures;
  - Ensures that all statistics and documentation are completed in a timely manner.
  
- 3. Supervises and participates in the development and implementation of an overall personalized plan for each resident to ensure that appropriate supports and services are provided to individuals to maintain and improve quality of life, overall health and well-being, and to establish and maintain the individual's maximum level of independence in the home/site and in the community.**

- Consults with residents and guardians in all areas of goal setting, and provides staff with direction, guidance, and training to assist residents in meeting documented goals established in their resident/client personal service plan;
- Ensures that required information is gathered and recorded regarding an individual's history, likes and dislikes, personal goals and challenges, etc.;
- Secures the necessary resources and approvals to implement individual plans, including liaison with peers and program managers in other HRHSSA departments, and community agencies and representatives;
- Supports the integration of program services and residents into the local community;
- Ensures ongoing monitoring, evaluation and up-dating of service and personal plans based on the changing needs of the individual resident;
- Coordinates assessments and documentation related to the development, implementation and monitoring of personal plans;
- Provides advocacy services and promotes personal choice and expression..

**4. Assists the Manager with the development, administration, and monitoring the operational plan and operating budgets for Supportive Living Services and oversees financial matters for residents.**

- Assists with program planning for Supportive Living and special projects;
- Provides monthly department reports to the Manager;
- Participates in the development of the Authority Annual Report for SLS;
- Participates in the development of the department operational plan and budget;
- Authorizes department expenses in the absence of the Manager;
- Works with the Manager to evaluate services and procedures to improve cost-effective service and fund new efficiencies;
- Authorizes financial expenditures related to individual resident expenses.

**5. Collaborates with the Quality Improvement Manager to ensure that Quality and Risk Management programs for the department are maintained under current professional standards of care and the recommended accreditation standards.**

- Develops and monitors QA indicators with goals, interventions and evaluation of same clearly identified;
- Maintains up-to-date departmental policies and procedures;
- Prepares, achieves and monitors recommended Accreditation Standards;
- Ensures the availability of current manuals and reference materials;
- Collects and analyzes departmental statistics and prepares reports;
- Reviews staff incident reports, formulates and evaluates action plans to address the problems identified in the incident reports.

**6. Functions as a member of an interdisciplinary team to deliver quality care to residents and clients through continuous quality improvement within the organization and in the community:**

- Acts as the lead on the SLS Accreditation committee, SLS Pre-Admission Committee, SLS Policy Committee, participates in the Management Team meetings, Pastoral Care Committee and other committees with the goal of improved resident and client care services within the HRHSSA;
- Facilitates annual and as needed case conferences for each resident in collaboration with the Day Program team, other disciplines, guardians/families, case workers and residents; .;
- Maintains effective interpersonal and public relations with HRHSSA personnel and community organizations;

- Continually seeks knowledge and skill required for practice and incorporates these into policies and professional practices;
- Encourages positive working relationships with other health care professionals on the health and social services team;
- Acts as a resource/consultant for staff, residents, families, and members of the community;

### **Position Role in Client & Staff Safety:**

The HRHSSA is committed to creating a culture of safety throughout the organization. A culture of safety is necessary to provide optimal care to our clients, and a healthy workplace for staff. An organization with a culture of safety is characterized by several elements:

- Client-centered care;
- Healthy workplace;
- Open communication; and a
- Blame-free and accountable environment.

All staff throughout the organization share the responsibility for client and staff safety by:

- Demonstrating a commitment to safety;
- Complying with safety policies, procedures and best practices;
- Identifying and reporting safety issues; and
- Participating in safety initiatives.

### **Commitment to Client Centered Care**

Recognizing that our clients are the experts for their own lives, the Hay River Health & Social Services Authority (HRHSSA) is committed to support our clients as leaders to accomplish the goals that they have set out for us in their personal care. The (HRHSSA) will endeavor to provide client centered care through the following:

- Involving clients in their care by reducing barriers that may inhibit our ability to help them.
- Providing a culture that will ensure clients have a voice and participate in their own personal care.
- Empowering clients through improving client satisfaction, enhancing the quality of care and ultimately the quality of life for our clients.
- Focusing on the experience of the client from their perspective and listening to their needs.
- Fostering collaboration between the client and organization by working together to achieve our goals.
- Providing continuous dialogue with the clients to ensure that each and every client is seen as a unique individual.
- Ensuring staff are provided with the training and tools required to complete the best job possible.

### **Criminal Record Check**

Employment with the Hay River Health & Social Services Authority is contingent on providing a satisfactory criminal record check including the vulnerable sector check to the Human Resources Office prior to the official start date of a position.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Experience in exercising professional judgment and problem solving.
- Knowledge of professional and legal components of Supportive Living Programs and an understanding of current issues and trends in the field, including personal outcomes.
- Knowledge of Infection Control, Food Handling and Canada Food Guide.
- Demonstrated strong interpersonal and leadership skills.
- Demonstrated financial and record keeping skills.
- Excellent oral and written communication skills.

- Good computer skills and knowledge..
- Ability to train and develop staff potential.
- Knowledge and experience in quality improvement and risk management programs.
- Experience in dealing with human resources issues including knowledge and experience in interpreting and applying collective agreements.
- Proven experience in prioritizing demands in a high volume constantly changing environment.
- Experience in producing results and functioning in a team-based setting.
- Able to function in a multi-cultural environment while maintaining sensitivity to others' situations and feelings.

These skills are generally acquired through the successful completion of an undergraduate degree, Human Services/Social Services program, or equivalent education and a minimum of 5 years of working experience in supporting adults with developmental challenges with some supervisory experience. WHMIS, Handwashing, Back Injury Prevention training, Fire safety training with annual recertification; First Aid/CPR, NVCI, Mental Health First Aide and/or ASIST, Supportive Pathways, Positive Behaviour Supports or a willingness to obtain within 6 months of hire and a Class 5 Driver's license are requirements of the position.

## **WORKING CONDITIONS**

### **Physical Demands**

Much of the time is spent sitting in a comfortable position with frequent opportunity to move about.  
Time spent sitting at the computer, desk or in meetings High intensity 40%

Assisting directly in providing resident services Medium intensity 30%

Walking about Low intensity 30%

### **Environmental Conditions**

Incumbent works in an office environment with medium exposure to infectious disease. Duty travel is required periodically. Medium Intensity 50%

### **Sensory Demands**

Constant periods of concentration, accompanied by frequent interruptions which result in continually evaluating and shifting priorities. Senses must be utilized in observing residents/clients, staff and their environment. High Intensity 90%

### **Mental Demands**

Establishing relationships with and providing services to, residents and/or guardians can be stressful. Residents, clients, and staff may be especially demanding causing stress. Family members can be demanding and lacking understanding. Medium Intensity 50%

Dealing with aggressive, confused, physically/verbally abusive residents - occasional - no control over exposure, some control over the outcome. For some residents a language barrier exists and trying to meet their requests and expectations can be stressful at times. Medium Intensity 30%

The Supervisor is expected to remain calm, controlled and professional regardless of the situation and demonstrate care and compassion to the staff, resident, family and other individuals involved in managing and administering the programs and services...

Medium Intensity 50%

As a member of the management team, the incumbent is expected to work long hours, share after hours call evenings and weekends to resolve urgent situations or be informed of any unusual occurrences. Frequent disruptions of family/social life.

Medium Intensity 50%

**CERTIFICATION****Position Number: U01-141**

<hr/> Employee Signature	<hr/> Supervisor Title
<hr/> Printed Name	<hr/> Supervisor Signature
<hr/> Date	<hr/> Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
<hr/> Director/Chief Executive Officer Signature      Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

**The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.**

October 2016 - new

February 2018—Knowledge, Skills and Abilities; commitment statement; logo.