



**North Eastman Health Association Inc.
Job Description**

Regional Supervisor – Supportive Housing

Position Summary

The Regional Supervisor - Supportive Housing is responsible for the functioning of all of North Eastman Health Association's Supportive Housing programs while demonstrating leadership in the commitment to service excellence and continuous quality improvement. The Regional Supervisor - Supportive Housing has primary responsibilities related to human resource management, performance management, quality program planning, and program equipment/supplies/environment management, committee participation and communication. The Regional Supervisor – Supportive Housing position functions in a manner consistent with, and supports the Mission, Vision, & Values of the North Eastman Health Association.

Reports To: Manager, Senior Support Services

Location: East Gate Lodge

Supervises: The following classifications report to the incumbent:

- Supportive Housing Workers
- Supportive Housing Companions

Union: Non Union

QUALIFICATIONS:

Education and Experience

- Completion of education in health/social services and/or human resource management
- Minimum of 3 years current applicable experience in supervision of staff
- Additional education and experience in leadership and management an asset.
- Courses related to Gerontology would be an asset.

Knowledge, Skills and Abilities

- Ability to communicate effectively both verbally and in writing with professional and non-professional staff, clients and their families.
- Excellent organizational and interpersonal skills.
- Committed to continuing professional development.
- Computer experience and familiarity with Microsoft applications.
- Valid driver's license and vehicle required.
- Demonstrated ability to supervise staff, preferably in a unionized environment.
- Ability to maintain positive relationships with others.
- Ability to manage deadlines and competing demands.
- Ability to manage schedules and address changes as required, while adhering to collective agreement and policies.

POSITION DUTIES AND RESPONSIBILITIES:

Recruitment:

- Identifies recruitment needs and liaises with Human Resource Department regarding recruitment strategies and activities
- Screens, interviews and selects staff based on established selection criteria and NEHA policies and procedures. Notifies applicants of the status of their applications and outcomes
- Coordinates orientation schedule with new staff ensuring understanding of responsibilities, administrative policies and procedures, program guidelines and safe work practices and procedures

Matching, Assigning and Scheduling:

- Ensures appropriate staff resources to meet client needs, in collaboration with Staff Scheduling office
- Responsible for completion of administrative records and notifications
- Ensures utilization of staff in accordance with collective agreements and program policies
- Schedules staff in a cost effective manner
- Approves time off, sick time and vacation time for staff and ensures appropriate replacements
- Communicates with staff regarding scheduling changes, in collaboration with Staff Scheduling office

Supervision:

- Supervises staff by telephone direction, office meetings and on site visits to ensure appropriate maintenance to standards of performance
- Consults with staff regarding service delivery issues and refers clinical matters to the Home Care Case Coordinator for resolution
- Consults with staff regarding meal delivery issues and refers issues to the Supervisor of Food, Housekeeping and Laundry services or the Manager of Senior Support Programs
- Consults with staff regarding physical site issues and refers these issues to the Maintenance team or the Manager of Senior Support Programs
- Manages employee performance and determines corrective action after investigation of incident/concern. Disciplines staff by verbal/written reprimand in accordance with policy and protocol and may be involved in further disciplinary action, in collaboration with the Manager of Senior Support Programs
- Completes performance appraisals annually and after completion of probationary period
- Ensures understanding of and compliance with Workplace Safety and Health policies, procedures and safe work practices.
- Ensures understanding of and compliance with Core Competencies of Infection Control
- Identifies staff educational needs
- Collaborates with staff to identify, plan and facilitate implementation and evaluate orientation and employee development programs

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- Evaluates the changing needs in human resources and makes recommendations to the Manager of Senior Support Programs.

Planning/ Team:

- Demonstrates a team approach in coordinating staffing and client programs
- Ensures staff recreational programs and activities meet best practice standards for quality
- Reports to the Manager of Senior Support Programs on all aspects of supportive housing including concerns/trends, and makes recommendation for resolution
- Promotes Quality Improvement and Risk Management goals and initiatives with the supportive housing team.
- Is a role model in provision of quality programs and performance by reinforcing philosophy, mission, values, roles, objectives, policies and procedures to staff and clients.
- Maintains confidentiality of all data and information related to clients, caregivers, staff and facility.
- May, in the absence of the Manager of Senior Support Programs, tour clients and process admissions and discharges

Workplace Safety and Health

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

Patient Safety

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
- Other duties as assigned.

Revised: _____
Date

Approved by: _____ Date
Manager/ Supervisor

Approved by: _____ Date
Vice President/ CEO

Reviewed by: _____ Date
Director, Human Resources