
 Algoma Family Services SERVICES AUX FAMILLES D'ALGOMA	Job Description #	8600
	JD SECTION	
	Supervisor, Live-in Care and Community Services	
	Date Issued:	March 23, 2022
	Date Revised:	April 17, 2025
<u>JOB DESCRIPTION</u> Live-In Care and Community Services Supervisor		Approval  Chief Executive Officer

POSITION TITLE: Live-in Care and Community Services Supervisor

TEAM: Community Services

REPORTING TO: CEO (Temp) / Senior Director of Services

WORKPLACE: In-Person

JOB SUMMARY:

This new and exciting position will assist Algoma Family Services deliver on its vision of expanding our Live-in Care and also Community Services. The Supervisor is responsible for program development, budget management, the recruitment, training, and scheduling of Child and Youth Care Practitioner and alternate care providers (Therapeutic Foster Parents) to support our live-in care and community services. As an integral member of the Algoma Family Services Leadership Team, the Supervisor will also be responsible for service planning, licensing for live-in care programs, and adherence to legislated regulations and AFS policies and procedures by the Live-In Care and Community Services Teams. The Supervisor will report to the CEO (temporarily) and be responsible for the completion of all required reports such as Incident and Serious Occurrence reports.

Algoma Family Services is committed to providing inclusive and culturally sensitive services from a client-centred, strength-based, and solution-focused approach within an anti-oppressive practice context. The Supervisor plays a key role in establishing our culture of care, models our organizational values, and delivering on our organizational vision, mission, and strategic objectives.

QUALIFICATIONS:

- B.S.W. or Bachelor's degree in the Social Sciences in addition to a Child and Youth Work/Social Services Worker Diploma with a minimum of five years related experience. A Master's degree is preferred.
- Demonstrated experience in the following areas:
 - working with children and youth experiencing high-risk complex mental health and/or substance use disorders. This experience will include working with children and youth presenting with neuro-diverse developmental needs such as FASD or ASD
 - recruitment, training, and scheduling of staff.

- residential licensing requirements and the completion of serious occurrence reporting, including an understanding of Occupational Health and Safety Supervisory responsibilities, AND
- working with families and youth for transition and after-care for youth discharged from the Live in Treatment Program,
- coordinating multi-disciplinary service delivery,
- working in a unionized workplace,
- financial and operational management,
- ability to independently make sound decisions, and carry them out and/or delegate.
- Advanced knowledge and comprehension in:
 - crisis intervention, and
 - pertinent legislation, such as the: Child, Youth and Family Services Act, Education Act, Youth Criminal Justice Act, Mental Health Act, Personal Health Information Protection Act, and Occupational Health and Safety Act and corresponding regulations.
- Ability to:
 - develop and maintain professional working relationships with agency staff, community partners, referral sources, and families of the clients,
 - write timely, clear, accurate, and concise reports with strong attention to detail,
 - work independently, and also collaboratively with community partners at the system level as a member of the interdisciplinary team,
 - provide services in both official languages (English/French) is an asset, and
 - work flexible hours including evenings and occasional weekends, and on-call.
- Proficiency with technology such as: computers / tablets and software, especially Microsoft Word, Microsoft Outlook, Excel, PowerPoint, and data MIS.
- Must possess:
 - certification in crisis intervention
 - a current First Aid Certificate and CPR is required,
 - a valid Ontario Class "G" Driver's License and use of a personal insured vehicle,
 - proof of Full COVID-19 vaccination, and
 - a clean Broad Sector Check

DUTIES AND RESPONSIBILITIES:**Organizational / Leadership**

1. Maintain the confidentiality of our clients and client information at all times as per agency policies and procedures.
 - a. Seek consultation with the Privacy Coordinator when necessary.
 - b. Report any breaches of confidentiality immediately to the AFS Director of Services.
 - c. Enhance and amend any AFS policies and procedures as required.
 - d. Take the initiative to develop a personal professional development plan.
 - e. Assume other responsibilities as may be assigned from time-to-time by the CEO or designate.
 - f. Model the AFS Organizational values and maintain professional conduct at all times.
 - i. Inspire hope and wellness.

Supervision

2. Provide on-going and regular supervision to staff, and maintain supervision documents.
 - a. Complete performance reviews.
 - b. Routinely recognize the contributions and value of staff.
 - c. Execute disciplinary action as required in consultation with HR
3. Recruit and train staff, as well as, alternate care providers, maintaining adequate staffing levels at all times.
4. Ensure all daily/shift documentation is completed and signed off.
5. Schedule staff and ensure advanced scheduling.
 - a. Backfill any staff absences due to illness, vacation, and training.
6. Maintain the safety of all Live-in care settings through regular inspection of sites, timely review of incident reports, and to ensure any safety concerns or damage is attended to immediately.
7. Complete risk and mitigation plans for Live-in programs.
8. Complete on-call supervision as scheduled.

Program Coordination

9. Work with the CEO in the development of live-in care services and the evaluation of our programs.
10. Work with the CEO and/or Director of Finance in the preparation, monitoring, and administration of the program area budget.
11. Work with the AFS Access Coordinator to complete complex special needs applications as required.
12. Work in collaboration with the care team including community partners in the admission planning, care and treatment of clients, discharge planning and follow up.
13. Work with the AFS Property Coordinator to ensure the maintenance of our live-in care settings.
14. Inform the CEO or designate of any incidents and complete serious occurrence reporting as required.
 - a. Notify the family of the client of any incident / serious occurrence as per AFS incident policies and procedures.
15. Participate as a member of the client care planning team as required.
16. Provide a therapeutic environment in all care settings that allows for:
 - b. the recognition of culture and inclusivity,
 - c. caring and compassionate staff interaction with clients to stabilize and manage behaviour,
 - d. the inclusion of family in the care of their child.
17. Complete and implement all relevant residential licensing requirements as applicable

to the AFS Live-in care settings including the adherence to AFS policies and procedures, as well as, any ministry regulations.

18. Promote a culture of quality.

Client Service

19. Ensure for every child or youth place receiving live-in care services an assessment of the child/youth's treatment needs is completed, and the appropriate elements of the treatment plan are carried out by live-in care staff. For example, working with the family to implement strategies to promote self-regulation techniques to support their child.
20. Develop programming that is inclusive of the unique needs and identity of the children and youth receiving service. This includes but not limited to:
- a. culture,
 - b. abilities/neuro-diversity,
 - c. religion,
 - d. family participation/education, and
 - e. gender.
21. Respond to complaints in a timely manner, identify issues, and take corrective action in consultation with the CEO or designate.
22. Work with the Finance and Systems Analyst to complete monthly service reports.
- a. Track relevant data such as:
 - i. #admissions and discharges,
 - ii. replacement rate,
 - iii. demographic data,
 - iv. incident rate,
 - v. outcome of client satisfaction surveys (OPOC),
 - vi. staff attendance, and
 - vii. other data as relevant.