

Job Title:	Supervisor, Client Services		
Department/Group:	Staff	Position Type (FT, PT, Relief, etc.):	Full-time, Permanent,
Location:	On-site	Level/Salary Range:	\$50,000 - \$55,000 per year
Contact Person: Althea Alli			
Email: althea@peelseniorlink.com			
Fax : 905-712-3373			

Job Details

Peel Senior Link, a non-profit charitable organization established in 1993, provides personal care & home-making and other complementary support services. Peel Senior Link maximizes independent living--helping seniors live with dignity, stability, and safety. Peel Senior Link is funded by the Ministry of Health and Long-Term Care through Ontario Health - Central, grants, and personal and corporate donations.

We are currently seeking a Supervisor, Client Services. Reporting to the Operations Manager, this position oversees the daily operations of a site by administering the Supports for Daily Living program, supervising staff and maintaining partnerships in the community as well as handling various administrative duties.

This is a permanent full-time position with competitive salary and benefits.

Key Responsibilities

- Supervises Personal Support Workers, Home Helpers and students by coaching, assigning tasks, administering orientation/training, conducting performance reviews, and performance management as needed. Monitors workflow and spot checks work.
- Develops and facilitates in-house training based on staff needs.
- Interacts with clients and assesses their needs. Develops and reviews client care plans. Visits clients in their home, or at the hospital. Receives referrals from Central Registry and hospital.
- Liaises with various groups or individuals (community partners, hospitals, H&CC, CSS services, doctors, families, etc.) as well as other Peel Senior Link sites/personnel to coordinate services to clients
- Provides support, advocates, and perform crisis intervention for clients
- Organizes site functions, including programs for seniors, social events, programs etc.
- Responsible for maintaining site budget
- Provides input into the development of agency policies & procedures. Provides input into risk management and quality improvement initiatives
- Performs administrative duties including: monitoring voicemail and email, monitoring staff schedules and staff daily shift duties
- Verifies and submits payroll schedules, mileage, and site expenditures
- Utilizes software to document client and employee information
- Monitors schedule and maintains adequate staffing. Arranges coverage in conjunction with Scheduling Officer when necessary. Informs HR when new staff are required
- Promotes the work of the Occupational Health & Safety Committee. Monitors essential personal protective equipment. Maintains knowledge, observes, practices and enforces appropriate procedures in regards to fire, safety, quality and environmental standards. Maintains and ensures that others maintain a safe, orderly and tidy work area.
- Attends and participates in supervisor meetings, and on agency and community committees
- Participates in the agency accreditation process
- Provides on-call coverage on a rotating schedule
- Manage student placements

The ideal candidate has:

- Social Services Degree or Diploma with focus on Gerontology (or equivalent combination of education and experience)
- Experience in conducting Inter-RAI CHA assessments
- Minimum 1 year supervising staff in a leadership role
- Minimum two years of experience working with seniors in a healthcare or community services setting
- Experience working in a unionized environment preferred
- Ability to organize workloads and set priorities; must be able to maintain and create a positive winning attitude.
- Demonstrated excellent time management skills
- Adept in the use of MS Office applications (Word, Excel, Outlook, PowerPoint, etc.) and client/employee software programs.
- Flexible, adaptable and responsive to change
- Well-developed analytical and interpretation skills with good facilitation and presentation skills
- Pro-active approach to customer service and relationship building with all levels of employees
- Strong problem solving and conflict resolution skills
- Excellent verbal and written communication skills
- Flexibility to work non-business hours on occasion to meet program needs

Benefits:

Dental care

Extended health care

Vacation & Personal care days

We thank everyone for their expression of interest; however, only those candidates selected for an interview will be contacted.

Peel Senior Link is committed to developing an inclusive, barrier-free selection process and work environment. If you require accommodation at any stage of the recruitment and selection process, please contact Human Resources at 905 712 4413 x326.

Peel Senior Link has a mandatory vaccination policy for all employees in order to protect our clients, our staff, and the communities we work in. All job applicants will be required to declare their vaccination status during the recruitment process. As a condition of employment, all new hires must be fully vaccinated and provide proof of their vaccination. Peel Senior Link will comply with its Human Rights obligations and accommodate employees who are legally entitled to accommodation.

To learn more about Peel Senior Link please visit:

<https://peelseniorlink.com/about-us/>