COMMUNITY LIVING
Toronto

Posting # E23-223

JOB OPPORTUNITY

POSITION: PROGRAM SUPERVISOR
Community Participation Supports and Respite

REGION: Etobicoke

HOURS OF WORK: 37.5 per week

Community Living Toronto, one of the largest agencies of its kind in North America, is a dynamic innovative organization committed to a vision of promoting a welcoming community. As a leader in the field, Community Living Toronto offers supports to over 6,000 individuals within an intellectual disability as well as support to their families, including residential and day support, assistance with employment, community support, early childhood services and respite.

QUALIFICATIONS:

College Diploma or Bachelor's degree in human services or a related discipline. Training and/or certification in CPI (Crisis Prevention), Conflict Management, Trauma Counselling, Case Management an asset. Minimum of 3 - 5 years of related experience in direct care including experience with individuals with developmental disabilities (e.g., autism spectrum); experience with implementation of behavioural protocols and treatment plans preferred; previous supervisory experience an asset. Working knowledge of administering a Collective Bargaining Agreement. Knowledge of behavioural/developmental services. Proficiency with technology including but not limited to computers including MS Office (Excel, Word, Outlook) and other software programs needed to produce documents, reports, databases, presentations and communication vehicles for staff training and development.

JOB SUMMARY:

The Program Supervisor is responsible for the effective day-to-day operation of the Association's programs within area of responsibility (e.g., residential, day, employment, fee-for-service) as well as the health, safety, and well-being of the people served and the staff. Accountabilities include providing oversight of direct support staff and coordinating the delivery of services to individuals in assigned program. Working under the guidance of the Program Manager, this position is responsible for ensuring high quality support is being provided while also ensuring compliance with all applicable legislation, funder requirements, and organizational policies and procedures.

RESPONSIBILITIES:

Program Operations
• Works closely with the Program Manager to develop and implement program standards that address the psychosocial, cultural, physical and safety needs of individuals served.
• Provides assistance in developing and monitoring the implementation of all individuals' behaviour development and Person-Directed plans, maintaining accurate documentation.
• Ensures the program meets all licensing and compliance standards and other regulations as required.
• Assists with the development and implementation of services/supports that will meet the individual needs of each person served.
• Provides direct support to front-line staff (i.e., direct support professionals, service coordinators); ensures all reasonable precautions are in place for the safety of staff and the individuals served.
• Supports programming, oversight of medical care, skill development, behavioural interventions and overall care and services for people receiving supports and services
• Works collaboratively with community partners, external service providers, and develops community networks.
• Performs call duty and is available for consultation and response in the event of an emergency.
• Reviews and evaluates all relevant documentation in relation to assigned programs and ensures compliance with Association policies and procedures and legislated requirements.
• Recognizes and acts on opportunities to create partnerships and lasting relationships with service providers, community partners, and/or employers.
Financial Management
• Manages budget expenditures of all assigned cost centres to ensure effective use of resources including but not limited to reviewing and approving timesheets, mileage claims, expense forms, petty cash disbursements, incoming cash, invoices, and purchase orders for each program supervised.
• Monitors petty cash expenditures and completes petty cash reconciliation on a regular basis and submits to accounting for approval.
• Oversees individuals' resident finances to ensure that accurate records are maintained and policy and procedures are followed.
Staffing, Training, and Development
• Manages full cycle of recruitment and selection process including proactively identifying recruitment needs for direct support staff working within areas of responsibility; initiates preparation of job posting, screens, interviews, and recommends best candidate to Human Resources (HR) for reference checking.
• Assigns caseloads, supervises, monitors, and evaluates ongoing performance of all direct reports; identifies staff performance issues in a timely manner and utilizes all resources to address them.
• Works to identify the training and learning needs of the direct reports working within the programs supervised.
• Ensures staff attend all mandatory training programs and courses, as required by the Association.
Performance Management
• Provides feedback, guidance, and functional advice to front-line staff concerning their performance at regular intervals and through the annual performance appraisals.
• Brings issues or concerns with respect to service quality, safety, staff education, training, and performance to the attention of the Program Manager.
• Initiates progressive disciplinary action, in collaboration with the Program Manager and Human Resources.
• Resolves internal conflicts between staff, engaging in collaborative problem solving approaches with individuals and facilitating solutions for day-to-day issues.
Program Administration
• Takes lead responsibility for ensuring the timely and efficient preparation of staff schedules, time sheets, and management of vacation requests.
• Maintains appropriate schedules for each location supervised, ensuring appropriate staffing ratios based on support needs.
• Engages in collaborative problem solving approaches with individuals, staff, families, colleagues and Program Manager to share information, address issues, and problem solve to seek solutions for day-to-day issues.
• Establishes good working relationships with families, employers, community partners and other professionals while advocating for the best possible supports.
• Maintains working knowledge of the Collective Bargaining Agreement and grievance procedures; escalates matters as needed.

Click APPLY and attach an up to date Cover Letter and Resume.

APPLY

PLEASE QUOTE JOB POSTING # IN THE SUBJECT LINE

When required, accommodations for disabilities will be provided, on request.

By submitting your application, you confirm that the information included is accurate and true. Misrepresentation or omission of facts in connection with your application may be sufficient cause for dismissal.

We thank everyone for their interest in Community Living Toronto; however only applicants with the necessary qualifications, experience and education will be contacted for an interview.