

BENCHMARK
Home Support Services
Supervisor

COMMUNITY SUBSECTOR COLLECTIVE AGREEMENT

CLASSIFICATION GRID: 10 NEW GRID 31
(As of April 1, 2019)

BENCHMARK TITLE: HOME SUPPORT SERVICES SUPERVISOR

BENCHMARK NUMBER: 81703

JOB FAMILY: CLIENT SERVICES

SCOPE AND LEVEL DEFINITION

Coordinates home support services by supervising Community Health Workers and/or other staff, overseeing the implementation of client care plans, and providing advocacy services.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Organizes the workflow in home support services by delegating work assignments, determining priorities, and recommending changes to policies and procedures.
2. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.
3. Meets with clients to explain home support services and obtain client information, and oversees the implementation of individual care plans as determined by prior assessment.
4. Provides advocacy services on behalf of clients with various individuals and/or agencies, including physicians, social workers, and government agencies. Provides information to clients and families with regard to available resources.
5. Responds to client feedback, and inquiries and complaints related to the delivery of home support services by investigating and taking required action.
6. Processes requests such as vacation, sick leave, and leave of absence, by preparing information and documentation, and forwarding for approval.
7. Completes and maintains related reports and documentation such as submissions to government and other agencies. Performs administrative support duties such as pulling and assembling files and records, and arranging meetings and appointments. Receives timesheets, and reviews for completeness and accuracy.
8. Assists in the recruitment and selection of staff by performing duties such as reviewing applications, providing input into the development of interview questions, and participating on interview panels.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Diploma in Community Social Service
- Class V BC Driver's License
- Recent, related experience of two years
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to plan, organize, and prioritize
- Ability to supervise
- Ability to analyze and resolve problems