

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job#TNG2021-198

POSITION TITLE: Contract Client Care Supervisor	
DEPARTMENT: Independent Living	STATUS: Contract Full-time, non-bargaining unit
# HRS / WEEK: 35	CONTRACT DATE: ASAP to March 31, 2022
REPORT TO: Senior Manager, Client Care Services	HOURLY RATE : commensurate with experience
POSTING DATE: October 4, 2021	CLOSING DATE: October 10, 2021

GENERAL DESCRIPTION: Reporting directly to the Senior Manager, Client Care Services and working out of the 688 Coxwell office, TNG is currently seeking a Client Care Supervisor. The incumbent will be responsible for supervising and coordinating Home Support Services and/or Personal Support Services in a manner that is responsive to clients' needs (e.g. short and long term, respite, and palliative care). The position provides essential services, and therefore may be occasionally required to report to work during emergencies such as storms, power outages, or transit strikes, and beyond regular working hours.

MAJOR DUTIES:

- Advocates on behalf of clients, promotes resources, and recommends actions as necessary that will enhance clients' abilities to live at home independently.
- Supervises a team of HSWs/PSWs and the Client Care Coordinator assigned to their catchment area
- Responds promptly to complaints.
- Conducts on-the-job performance assessments.
- Maintains employee files and schedules, as well as client data in CIMS.
- Liaise with other community agencies, TC LHIN in the development of coordinated service plans for TNG clients

REQUIREMENTS & QUALIFICATIONS:

- Minimum 3 years related supervisory experience
- Degree, diploma, or certificate in social services or community health services from a recognized educational institution, or equivalent experience.
- Minimum 4 years' experience as an HSW and/or PSW complemented by courses that are job- related; or other equivalent combination of education and experience.
- Experience and knowledge of issues affecting the homeless, marginally housed populations, seniors, chronically ill, and low-income adults, and the implementation of non-discriminatory policies.
- Thorough knowledge of local program and service resources.
- Strong and proven experience with CIMS database, including scheduling and data entry.
- Training and experience with MS Office, e.g. Word, Excel, etc.)
- Proven interpersonal organizational, written and verbal communication skills.
- Proven supervisory skills.
- Demonstrated self-starter with experience and commitment to a team approach in the workplace
- Current First Aid, and CPR certification.
- Knowledge or experience with RAI CHA and Inter RAI assessment tools would be an asset.
- Conflict resolution, crisis management and customer relations training would be an asset.
- Previous working experience in a community based organization is an asset.
- Fluency in another language is an asset.

For a complete job description please contact Human Resources

**To apply, submit your resume and cover letter with "TNG2021- 198" in the subject line of your email to:
careers@tngcs.org**