

*The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House and Neighbourhood Link Support Services.*

**JOB OPPORTUNITY  
CLIENT SERVICES SUPERVISOR  
3 Month Contract**

**Job #**  
C2018-01 |

**GENERAL DESCRIPTION:**

The Client Services Supervisor reports to the Client Care Manager and works out of the 688 Coxwell office. The role will be responsible for coordinating and supervising Home Support and Personal Support services in a manner that is client centered and responsive to individual client needs including short and long term care, respite and Right Place of Care). Primary duties include, but are not limited to assessment, intervention, advocacy and ongoing case management.

**MAJOR DUTIES:**

- Conduct assessments of new and existing clients to determine and prioritize their individual care requirements and to develop care plans.
- Analyze information obtained from assessments and on-going client contact to evaluate and ensure the efficacy of the services provided.
- Maintain accurate and timely client records and documentation.
- Advocate on behalf of clients, promote resources, and recommend actions as necessary that will enhance clients' abilities to live at home independently.
- Liaise with hospitals, doctors, social service agencies, government agencies, caregivers and community agencies as necessary to achieve positive outcomes for the client.
- Develop and maintain a coordinated Master Schedule for Home/Personal Support Workers and clients that is responsive to the immediacy and urgency of client care requirements.
- Supervise a team of HSWs/PSWs.
- Conduct on-the-job performance assessments.
- Maintain employee files and schedules, as well as client data in CIMS.
- Perform other duties, appropriate to the position.

**REQUIREMENTS & QUALIFICATIONS:**

- Degree, diploma, or certificate in social services or community health services from a recognized educational institution, or equivalent experience.
- Three or more years' proven supervisory/case management experience in a Community Care social services setting.
- Culturally sensitive and a preparedness to work with marginalized populations in a challenging environment.
- Proven interpersonal, organizational, written and verbal communication skills including conflict resolution and the ability to relate to people with challenging behaviors.
- Demonstrated ability to conduct client assessments and facilitate client/caregiver involvement in the development of client centered goals and care plans.
- Completion of the 3-day RAI CHA Assessment Tools training program.
- Proven proficiency with CIMS database, including scheduling and data entry.
- Training and experience with MS Office, e.g. Outlook, Word, Excel.
- Demonstrated self-starter with experience and commitment to a team approach in the workplace.
- Experience and knowledge of issues affecting seniors including but not limited to mental health, disability and health access.
- Current First Aid, and CPR certification.
- Conflict resolution, crisis management and customer relations training would be an asset.
- Fluency in another language is an asset.

**Terms:** This is a non-bargaining unit full-time contract position  
**Pay Rate:** Commensurate with experience  
**Hours of Work:** 35 hours per week

**Posting Date: Jan. 3, 2018 Internal Closing: Jan 9, 2018. External Closing: Jan 11, 2018**

**To apply, submit your resume and cover letter with "C2018-01," in the subject line of your email or fax to  
Human Resources, Central Neighbourhood House, 349 Ontario St., ON M5A 2V8  
E-mail: [careers@cnh.on.ca](mailto:careers@cnh.on.ca) Fax: 416 925-1545**

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation