

POSITION DESCRIPTION

Job Title: Respite Home Supervisor

Reports To: Manager of Services

Approved: January 2014

Revised: January 2024, May 2019, January 2014

Primary Function:

Under the direction of the Manager of Services, the Respite Home Supervisor provides respite services and supports to families who receive Wesway's Respite Home service. The primary focus of the position is the provision of a family-focused Respite Home service and the supervision of direct service staff and volunteers. The Respite Home Supervisor ensures that the respite activities, services and practices, are delivered in accordance with Wesway's philosophy, policies and procedures, and applicable Ministry guidelines and legislation.

Roles and Responsibilities:

Respite Home Service

- Responsible for the coordination and implementation of a variety of services to support families and participants, (i.e. weekend / weekday service, March break service, summer and evening services, 24/7 service, etc.)
- Provide on-site supervision and support to the service
- Schedule both participants and staff in accordance with Annual Service Plans, budget allocation, principles of matching and level of activity in the home
- Responsible for mediating issues of a sensitive nature involving families and other service providers as well as contentious Respite Worker and family situations
- Participate in the development of policies, procedures and/or practices as required
- Responsible for intake with new families including assessment of participant needs and evaluating levels of support
- Assists with the development of a participant's support plan when it includes Respite Home
- Responsible to implement coordinated care plans for participants with complex support needs (i.e. medical, behavioural)

- Ensure that the physical structure, furnishings and equipment of the Respite Home, as well as the service, meet quality control standards, comply with legislative and safety standards
- Act as a resource to on-call for respite-related emergencies
- Act as a liaison between Wesway and stakeholders in Respite Home activities (i.e. landlord, community partner organizations)
- Ensure all documentation, including forms and reports, is accurate, complete, professionally written and submitted in the required timelines
- Ensure that information regarding participants and their support requirements is up-to-date and complete

Orientation and Training

- Organize and lead all Respite Home related training
- Develop and/or provide site specific related training and orientation for all staff and volunteers who provide service at the Respite Home
- Ascertain training needs for Respite Workers and volunteers and ensure that training opportunities are provided as required and available
- Develop and conduct Respite Home related orientation for participants and families

Supervision of Front-Line Staff and Volunteers

- Select, orientate, train, evaluate, supervise, and discipline up to and including termination (in consultation with Human Resources) of front-line staff in compliance with the Collective Agreement, applicable legislation and Wesway's policies and procedures
- Evaluate the performance of Respite Workers and conduct regular performance appraisals and NCI reviews
- Orientate, train, supervise, evaluate and discipline, up to and including termination, of service-related volunteers
- Ensure all staff are trained on a participant's support plan when it includes Respite Home, including training, implementing a communication plan, monitoring the support plans and making revisions as needed
- Conduct Respite Home meetings and participate in general Respite Worker meetings
- Identify risks and develop corresponding safety plans as required
- Responsible to complete and forward Accident Investigation Forms and Incident Report Forms and make recommendations, ensure review, follow-up and action of all injuries and incidents
- Work with Human Resources to establish employee return to work programs
- Document service activity, human resources follow up, family information and statistical data
- Maintain Leave of Absence information for assigned staff and follow up as appropriate
- Ensure that effective and efficient staff schedules are developed in accordance with the Collective Agreement and Wesway's standards and budgets
- In conjunction with Human Resources, deals with grievances and ensure follow through to completion

On-Call

- Provide after-hours respite-related on-call support to families, volunteers, and staff on a rotational basis
- Ensure timely and appropriate follow-up communication re: crisis support, incident reporting, serious occurrences, WSIB incidents, health and safety issues and other urgent matters

Agency Responsibilities

- Participate in agency marketing and promotion including developing and providing presentations regarding Wesway on a local, provincial, national and international level
- Represent Wesway at a range of internal and external committees
- Represent Supervisors as a Management Representative on the Joint Health and Safety Committee

Finance and Statistics

- Project, report, monitor and expend Respite Home-related budgets
- Track, record and report statistical data as required

Personal and Professional Development Responsibilities

- Actively pursue relevant training opportunities related to professional learning needs as identified in the performance review process
- Attend conferences, seminars and workshops as related to established professional goals

Hours of Work

Rotating Hours – focusing on all days of service and shift rotations

Other

- Cover for, and act as a resource to, service-related positions
- Perform all other duties as assigned

Qualifications

- University Degree or College diploma in Health Service or Social Science from a recognized academic institution, and a minimum of two years of similar work experience (or equivalent combination of education and experience)
- Strong interpersonal, communication and organizational skills
- Previous supervisory experience, preferably in a unionized environment
- Skilled in conflict resolution
- Experience with providing responsive services to families experiencing complex respite related situations.
- Strong written and verbal communication skills and service planning skills
- Ability to prioritize multiple demands
- Ability to perform in a high paced work environment and function both independently as well as in a team environment
- Broad working knowledge of service systems in relation to diverse populations
- Working knowledge of Microsoft Office

- Current Nonviolent Crisis Intervention Certification, or ability to obtain certification within a reasonable period following employment
- Must be competent within the meaning of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it
- Must work in compliance with the provisions of the Ontario *Occupational Health and Safety Act* and the Regulations pursuant to it
- Working knowledge of the legislation governing the delivery of respite services
- Valid driver's license and access to a vehicle is required
- Able to work flexible hours (evenings or weekends) as a requirement of the position
- The ability to provide after-hours respite-related on-call support on a rotational basis and to be available within the applicable cell phone range and no more than one half (1/2) hour from city limits after business hours (nights, weekends and office closure days) during scheduled weeks on-call