

JOB PROFILE

Position Title: Day Services Frontline Supervisor

Agency:

Location:

Date:

Incumbent:

Approved by:

Reviewed by:

OVERALL RESPONSIBILITY:

The Day Services Frontline Supervisor is responsible for overseeing the day to day management and operations of a day or employment program. Position supervises several staff who work directly with individuals with developmental disabilities. Responsibilities include hiring and training staff, providing day to day direction, and performing administrative and financial responsibilities. Ensuring a high quality of life for individuals is a significant responsibility and position oversees the development and implementation of individual plans.

SPECIFIC RESPONSIBILITIES:

1. **Supervision:** Supervise staff that support day employment and related daily living activities including delegating tasks, providing feedback, investigating issues, and generally building an effective team. Position is responsible for participating in recruitment, orientation and training, and managing performance. Ensures implementation of and compliance with the organization's policies and procedures.
2. **Records Management:** Ensure completion and secure storage of records and documentation in accordance with agency policies and procedures, Residential Care Licensing and the Manitoba Family Services and Housing requirements.
3. **Safety:** Ensure that participants and staff live and work in a safe environment. Ensure supervision of risk areas and compliance with all safety rules including but not limited to working alone, fire safety, hazardous materials and refuse. Ensure that all food, medications and equipment is properly stored, maintained and safely used. Recognize and report concerns of abuse or neglect.
4. **Health:** Ensure individual's health and medical needs are properly attended to in a timely fashion, and that all medication is accurately administered.
5. **Person Centered Plans:** Be involved in developing, implementing and monitoring Person Centered Plans. Participate in annual reviews and advocate the development of new services. Complete and use formal and informal assessments as required. Provide individuals with support in pre-planning by providing a mechanism to gather information on an individual's goals and desired outcomes. Communicate necessary information and maintain positive relationships with other agencies or programs.
6. **Individual Personal Development:** Encourage and assist each individual to participate in daily activities and employment including community work and expectations.
7. **Public Relations and Communication:** Provide opportunities for individuals to develop relationships within the community and to assist individuals to develop positive social interactions. Teach and assist individuals to develop effective communication skills. Portray a positive image of individuals and the agency including ensuring positive relationships within the community, businesses, families, friends, professionals, advocates and the public.
8. **Financial Responsibilities:** Ensure that all required financial documentation are completed and remitted in a timely manner.

9. **Team Leadership:** Organize and participate in staff meetings by posting meeting schedules, facilitating the meeting and encouraging participation.

REPORTING RELATIONSHIPS:

Reports to: Program Coordinator

Direct Reports:

DIMENSIONS OF AGENCY:

Agency's Operating Budget:

Agency Employees:

CORE COMPETENCIES:

- Building Relationships Level 3
- Developing Others Level 3
- Integrity Level 3
- Listening, Understanding, Responding Level 4
- Advocacy Level 3
- Quality of Service Level 4

JOB SPECIFIC COMPETENCIES:

- Flexibility Level 3
- Information Gathering & Analysis Level 3
- Self Control Level 3
- Strategic Thinking Level 2
- Team Leadership Level 4