

# JOB PROFILE

**Position Title:** Residential Frontline Supervisor

**Agency:**

**Location:**

**Date:**

**Incumbent:**

**Approved by:**

**Reviewed by:**

## OVERALL RESPONSIBILITY:

The Frontline Supervisor is responsible for overseeing the day to day management and operations of a residential program. Position supervises 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 person centered plans.

## SPECIFIC RESPONSIBILITIES:

- Supervision:** Supervise staff that support activities of daily living including delegating tasks, providing feedback, investigating issues, and generally building an effective team. Position is responsible for participating in recruitment, for orientation and training, and for managing performance.
- 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.
- Safety:** Ensure that residents and staff live and work in a safe environment. Ensure compliance with all safety rules and regulations including for working alone, and that all food, medications and equipment are properly stored, maintained and safely used.
- Health and Medical:** Ensure individual's health and medical needs are accurately attended to in a timely fashion, and that all medication is properly administered. Recognize and report concerns of abuse or neglect.
- Meals:** Ensure nutritious meals and snacks are prepared and provided in accordance with Canada's Food Guide and adapted to individual likes, preferences, choices and medical requirements.
- Person Centered Plans:** Be involved in the developing, implementing and monitoring individual plans. Coordinate annual reviews and 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.
- Individual Personal Development:** Encourage and assist each individual to participate in daily activities in their homes, in employment and in the community including reinforcing work and community expectations, personal hygiene, meal preparation, grocery shopping, laundry and the care of the house and yard.
- Public Relations and Communication:** Provide opportunities for relationships with families, neighbors and the community to create opportunities for individuals to participate in and to assist individuals to develop positive social interactions.

- Financial Responsibilities:** Participate in the completion and annual review of financial care plans. Monitor individual expenditures and prepare monthly reconciliation of individual expenses. Manage household funds and ensure recording of purchases. Complete individual and household inventories annually as per agency policies.
- 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