



# *Provincial Job Description*

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***TITLE:***  
**(342) Client Care Supervisor**

***PAY BAND:***  
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***FOR FACILITY USE:***

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***SUMMARY OF DUTIES:***

Supervises and coordinates staff. Assesses the needs of clients released from acute/respice care, develops care plans and coordinates delivery of services.

***QUALIFICATIONS:***

- ◆ Bachelor degree in the Science of Nursing

***KNOWLEDGE, SKILLS & ABILITIES:***

- ◆ Intermediate computer skills
- ◆ Communication and interpersonal skills
- ◆ Organizational and leadership skills
- ◆ Ability to work independently
- ◆ Valid drivers license

***EXPERIENCE:***

- ◆ **Previous:** Thirty-six (36) months previous experience working in a community-based health care service environment.

## ***KEY ACTIVITIES:***

### **A. Discharge Planning**

- ◆ **Coordinates discharge planning (e.g., organize appropriate agencies, equipment, transportation).**
- ◆ **Arranges medical/clinical appointments.**
- ◆ **Coordinates placement in respite or long-term care.**
- ◆ **Coordinates palliative care in homes.**
- ◆ **Liases with physicians and nurses to provide services in remote communities.**

### **B. Home Care**

- ◆ **Supervises daily activities of Home Care staff.**
- ◆ **Completes client home assessments.**
- ◆ **Establishes care plans.**
- ◆ **Adapts and implements appropriate services/programs for clients.**
- ◆ **Develops Home Care policies and procedures to support region objectives.**
- ◆ **Schedules clients and staff.**
- ◆ **Assists Home Care Aides, as required.**
- ◆ **Determines training needs and provides educational sessions/workshops.**

### **C. Respite / Adult Day Program / Long-Term Care / Palliative Care**

- ◆ **Plans, develops, coordinates and promotes programs.**
- ◆ **Develops application process.**
- ◆ **Assesses and coordinates scheduling of clients and staff.**
- ◆ **Develops and implements care plans.**
- ◆ **Develops policies and procedures.**
- ◆ **Provides assessment and care planning.**
- ◆ **Participates in family council.**
- ◆ **Liases with families and other departments/programs.**
- ◆ **Organizes volunteers.**
- ◆ **Provides appropriate education to staff, clients and families.**
- ◆ **Solicits donations for programs.**

### **D. Supervision**

- ◆ **Supervises Home Care/Special Care Aides, Volunteer Coordinator and Recreation Coordinator.**
- ◆ **Provides input into hiring and performance appraisals and performance reviews.**

**E. Related Key Work Activities**

- ◆ **Collects fees and prepares appropriate forms/receipts (e.g., applications, billing/collecting fees for programs).**
- ◆ **Maintains inventory/supplies.**
- ◆ **Maintains appropriate records.**
- ◆ **Performs clerical duties (e.g., answers telephone, files, takes messages).**

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be construed as a detailed description of all related work assignments that may be inherent to the job.*

***Validating Signatures:***

***CUPE:***

***SEIU:***

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***SGEU:***

***SAHO:***

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***Date: Apr 10/12***