



Provincial Job Description

TITLE:
(342) Client Care Supervisor

PAY BAND:
17

FOR FACILITY USE:

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:

- ◆ Baccalaureate degree in human services field

KNOWLEDGE, SKILLS & ABILITIES:

- ◆ Basic computer skills
- ◆ Communication skills
- ◆ Interpersonal skills
- ◆ Organizational skills
- ◆ 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

- ◆ Supervise daily activities of Home Care staff.
- ◆ Complete client home assessments.
- ◆ Establish care plans.
- ◆ Adapt and implement appropriate services/programs for clients.
- ◆ Develop Home Care policies and procedures to support region objectives.
- ◆ Schedule clients and staff.
- ◆ Assist Home Care Assistants.
- ◆ Determine training needs and provide educational sessions/workshops.

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

- ◆ Plan, develop, coordinate and promote programs.
- ◆ Develop application process.
- ◆ Assess and coordinate scheduling of clients and staff.
- ◆ Develop and implement care plans.
- ◆ Develop policies and procedures.
- ◆ Provide assessment and care planning.
- ◆ Participate in family council.
- ◆ Liaise with families and other departments/programs.
- ◆ Organize volunteers.
- ◆ Provide appropriate education to staff, clients and families.

D. Supervision

- ◆ Supervise program staff.
- ◆ Provide input into hiring and performance appraisals and performance reviews.

E. Related Key Work Activities

- ◆ **Collect fees and prepare appropriate forms.**
- ◆ **Maintain inventory/supplies.**
- ◆ **Maintain appropriate records.**
- ◆ **Perform clerical duties.**

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:

SGEU:

SAHO:

Date: January 20, 2021