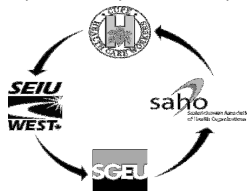


Job Evaluation Rating Documentation

CUPE, SEIU, SGEU, SAHO 	Job Title <u>Client Care Supervisor</u> Date _____ Revised Date <u>2004</u> Revised Date <u>Apr 10/12</u>	Code <u>342</u>
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Decision Making Supervises, schedules, coordinates Home Care/Special Care Aides, Volunteer Coordinator, Recreation Coordinator and ensures that home care, palliative care objectives are achieved. Work involves developing plans to deliver Home Care services and supervise Home Care/Special Care Aides. Solutions to problems associated with coordinating and scheduling staff require adaptation of existing practices.	Degree <u>4.0</u>
Education Grade 12. Four (4) year Bachelors degree in the Science of Nursing.	Degree <u>6.0</u>
Experience Thirty-six (36) months previous experience working in community-based health care service environment. Twelve (12) months on to develop administrative/supervisory skills and become familiar with region/agency policies and procedures.	Degree <u>7.0</u>
Independent Judgement Delivers Home Care/palliative care/discharge planning services according to care plans. Uses analysis and judgement when planning for the care needs of discharged clients. Work involves a choice of methods or procedures and troubleshooting when dealing with staff scheduling and performance issues.	Degree <u>4.0</u>
Working Relationships Has regular contact with clients and families requiring tact and discretion when dealing with special needs. Provides technical explanation and/or instruction to Home Care/Special Care Aides in unusual situations. Secures cooperation of clients and families when developing care plans.	Degree <u>4.0</u>

Impact of Action	Degree
Supervises and coordinates home care/palliative care/discharge planning to meet quality and service requirements. Misjudgement in developing and implementing care plans can result in serious discomfort to clients and families.	<u>3.0</u>
Leadership and/or Supervision Provides regular direction to Home Care/Special Care Aides, Volunteer Coordinator, Recreation Coordinator, assigns work, checks results and controls costs.	<u>4.0</u>
Physical Demands Occasional physical effort walking, lifting/moving supplies/equipment/clients/patients/residents, with periods of accurate coordination of fine movements when keyboarding.	<u>1.5</u>
Sensory Demands Regular sensory effort performing computer operations, reading, writing and listening to staff and clients with periods of competing multiple sensory demands.	<u>2.5</u>
Environment Occasional exposure to major conditions such as verbal abuse, unpredictable client home environments, poor road conditions and interruptions.	<u>3.0</u>