



Peel Senior Link, a non-profit charitable organization established in 1991, provides personal care & home-making services. Peel Senior Link maximizes independent living--helping seniors live with dignity, stability and safety. Peel Senior Link is funded by the Ministry of Health and Long-Term Care through the MH LHIN and CW LHIN, grants and personal and corporate donations.

We are currently seeking a **Supervisor, Client Services**. Reporting to the Manager, Business Units, this position oversees the daily operations of a site by administering the Supports for Daily Living program, supervising staff and maintaining partnerships in the community as well as handling various administrative duties.

This is a permanent full-time position with competitive salary and benefits.

#### Key Responsibilities

- Supervises Personal Support Workers, Home Helpers and students by coaching, assigning tasks, administering orientation/training, conducting performance reviews, and performance management as needed. Monitors workflow and spot checks work.
- Develops and facilitates in-house training based on staff needs.
- Interacts with clients and assesses their needs. Develops and reviews client care plans. Visits clients in their home, or at the hospital. Receives referrals from Central Registry and hospital.
- Liaises with various groups or individuals (community partners, hospitals, H&CC, CSS services, doctors, families, etc.) as well as other Peel Senior Link sites/personnel to coordinate services to clients
- Provides support, advocates, and perform crisis intervention for clients
- Organizes site functions, including programs for seniors, social events, programs etc.
- Responsible for maintaining site budget
- Provides input into the development of agency policies & procedures. Provides input into risk management and quality improvement initiatives
- Performs administrative duties including: monitoring voicemail and email, monitoring staff schedules and staff daily shift duties
- Verifies and submits payroll schedules, mileage, and site expenditures
- Utilizes software to document client and employee information
- Monitors schedule and maintains adequate staffing. Arranges coverage in conjunction with Scheduling Officer when necessary. Informs HR when new staff are required
- Promotes the work of the Occupational Health & Safety Committee. Monitors essential personal protective equipment. Maintains knowledge, observes, practices and enforces appropriate procedures in regards to fire, safety, quality and environmental standards. Maintains and ensures that others maintain a safe, orderly and tidy work area.
- Attends and participates in supervisor meetings, and on agency and community committees.
- Participates in the agency accreditation process
- Provides on-call coverage as required

The ideal candidate has:

- Social Services Degree or Diploma with focus on Gerontology (or equivalent combination of education and experience)
- Experience in conducting Inter-RAI CHA assessments
- Minimum two years of experience working with seniors in a healthcare or community services setting
- Union experience preferred
- Ability to organize workloads and set priorities; must be able to maintain and create a positive winning attitude.
- Demonstrated excellent time management skills
- Adept in the use of MS Office applications (Word, Excel, Outlook, PowerPoint, etc.)
- Flexible, adaptable and responsive to change
- Well-developed analytical and interpretation skills with good facilitation and presentation skills
- Pro-active approach to customer service and relationship building with all levels of employees
- Strong problem solving and conflict resolution skills
- Excellent verbal and written communication skills
- Flexibility to work non-business hours on occasion to meet program needs

To apply for this position please send your resume and a cover letter of interest no later than **Friday, April 19, 2019** to:

Marybeth Ward, CHRL  
Director, Human Resources  
Peel Senior Link  
marybeth@peelseniorlink.com  
905-712-4413 ext 326

We appreciate all applications; however, only those candidates selected for an interview will be contacted.

**Peel Senior Link is an Equal Opportunity Employer**

*Peel Senior Link is committed to providing an inclusive and barrier free recruitment process to applicants with accessibility needs in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). If you require an accommodation during this process, please contact Human Resources at 905-712-4413.*