

Job Title:	Assistant Supervisor, Client Services		
Department/Group:	Staff	Position Type (FT, PT, Relief, etc.):	Full-time – contract – maternity leave
Location:	On-site	Level/Salary Range:	\$50,000 - \$54,000 per year
Contact Person: Althea Alli Email: althea@peelseniorlink.com			

Job Details

Peel Senior Link, a non-profit charitable organization established in 1993, provides personal care & home-making and other complementary support 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 Ontario Health - Central, grants, and personal and corporate donations.

We are currently seeking an Assistant Supervisor, Client Services. Reporting to the Client Services Manager, this position assists with 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.
- Assist with developing and facilitates in-house training based on staff needs.
- Support Supervisor in Interacting with clients and assesses their needs.
- Assist with developing 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.
- Assisting with maintaining site budget
- Performs administrative duties including: monitoring voicemail and email, monitoring staff schedules and staff daily shift duties
- Support site supervisor with verifying and submitting 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. Partnering with HR in filling vacant positions.
- 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 meetings, and on agency and community committees
- Participates in the agency accreditation process
- Manage student placements

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 1 year in a team leader or supervisory position
- Minimum one year of experience working with seniors in a healthcare or community services setting
- Experience working in a unionized environment preferred
- Adept in the use of MS Office applications (Word, Excel, Outlook, PowerPoint, etc.) and client/employee software programs.

Benefits:

Health & Dental care

Extended health care

Vacation & Personal care days

Employee Assistance Program

We thank everyone for their expression of interest; however, only those candidates selected for an interview will be contacted.

Peel Senior Link is committed to developing an inclusive, barrier-free selection process and work environment. If you require accommodation at any stage of the recruitment and selection process, please contact Human Resources at 905 712 4413 x326.

As part of our ongoing commitment to health and safety in the workplace, COVID-19 vaccination is strongly recommended.

To learn more about Peel Senior Link please visit:

<https://peelseniorlink.com/about-us/>