



## **CAREER OPPORTUNITY**

**Lethbridge Family Services** is a private, non-profit organization operating since 1910. We are highly accredited and with more than 380 employees, the largest community social services organization in southern Alberta.

We offer a supportive, inclusive team environment with a strong commitment to work-life balance. We provide a competitive remuneration package, including a comprehensive benefit plan, generous vacation and personal time, and subsidized fitness memberships. We support your career through opportunities to learn and grow, including paid professional development opportunities, and on-the-job coaching and support. Our “family” culture supports many opportunities to participate in events including health and wellness challenges, social club activities, annual holiday parties and recognition events. Check out our website at [www.lfsfamily.ca](http://www.lfsfamily.ca).

**Position:** Area Support Supervisor

**Department:** Home Services

**Location:** City of Lethbridge

**Hours:** Full Time, Salaried

### **Position Overview:**

The area support person will provide a dual role of support for a specific area of care. The Area Support will work alongside the Clinical Supervisor and Scheduler and will be expected to provide a level of supervisory support to Health Care Aides. The Area Support person must be able to schedule the day-to-day needs of clients and staff, as well as provide client case and HCA personnel management.

### **Key Responsibilities:**

- Co-ordinate service to each client based on authorization and service plan; complete client intakes and reassessments.
- Respond to all the concerns of clients and Health Care Aides by telephone, email, and in-home visits.
- Complete and ensure Health Care Aides are completing as well as submitting the appropriate paperwork, such as; Unusual Occurrences reports and Incident reports.
- Arrange and attend case conferences and meetings as required.
- Maintain client files with current information and documentation in accordance with LFS policies and procedures.

- Supervision of Health Care Aides and the completion of annual performance reviews.
- Initiate client starts and termination of file to completion.
- Implement procedural changes as directed.
- Be on call on a rotational basis during non-business hours.
- Manage a caseload, provide day to day scheduling support for both client visits and staff schedules, fill vacant shifts, and provide assistance for coverage as needed.
- Other duties as required and assigned.

**Qualifications:**

- A degree or a diploma in relevant area; preferred nursing based, LPN, HCA certification, Unit Clerk, Medical Office Assistant.
- A minimum of 2 years of supervisory experience.
- Detail oriented, excellent interpersonal and organizational abilities.
- Computer literate with extensive proficiency in a wide variety of applications, with proficiency in Microsoft Office, in particular; Outlook, Excel, Word, and PowerPoint. A solid ability to learn and use technology.
- Requires a high degree of customer service, problem-solving, interpersonal skills, and critical thinking abilities.
- Must be able to work in a high demand area and to prioritize tasks efficiently.

Lethbridge Family Services is a highly accredited, charitable human services organization that improves the wellbeing and quality of life for individuals and families in Southwestern Alberta. We offer a competitive salary, a comprehensive benefit plan, shift/weekend differentials, HCA certification and opportunities for growth in continuous learning and advancement.

**If this sounds like an opportunity that interests you then we invite you to submit, in confidence, a resume and cover letter referencing job posting HS108, including the area(s) you are available for, and where you viewed our ad:**

**Email:** [humanresources@lfsfamily.ca](mailto:humanresources@lfsfamily.ca)

**Web:** [lfsfamily.ca](http://lfsfamily.ca)

**We thank all candidates for their interest, however, only those selected to continue in the process will be contacted. *Lethbridge Family Services is an equal opportunity employer.***

