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### 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:** CLINICAL SUPERVISOR  
**Department:** HOME SERVICES  
**Hours:** 35 hours per week – days, evenings and weekends  
**Location:** City Of Lethbridge

#### **Position Overview:**

To provide case management and HCA personnel management through support, supervision and training. The Supervisor works as part of the team and requires extensive knowledge of the organization and operations of specific areas assigned. The position is required to perform supervisory duties in the field as well as attending at the office.

#### **Key Responsibilities:**

- Co-ordinate service to each client based on authorization and service plan; completion of client intakes and reassessments.
- Respond to all concerns of clients and health care aides by telephone and in-home visits.
- Complete and/or ensure health care aides (HCA's) complete appropriate paper work such as Unusual Occurrence Reports, Medication Errors, Incident/Accident Reports and submit as per procedure.
- Arrange and attend case conferences and meetings as required.
- Maintain client files with current information and documentation in accordance with organization policy and procedure.
- Complete delegated tasks such as catheterization, tube feeds, insulin administration etc. as well as mentoring and coaching with HCA's in-field, in-office, or via Microsoft Teams.
- Personnel Management includes; indirect and direct supervision of health care aides, performance management, and completion of yearly performance reviews.
- Interview and provide input in to the hiring/staffing process.
- Initiates client start and termination of file completion.
- Implement procedural changes as directed.
- Be on call on a rotational basis during non-business hours.



- Manage caseloads of a defined number and category of clients and meet certain standards of performances.
- Perform all other related duties as requested by the Program Manager.
- Maintains fit to practice through personal and professional development.

### **Qualifications:**

- A degree or a diploma in relevant area, preferred nursing based, LPN, RN, Public Health, Health Sciences. Active and in good-standing registration with governing body required; if applicable.
- Supervisory experience and/or experience in team leadership.
- A minimum of 1-year work experience in a home care capacity.
- Excellent customer service skills, including the ability to professionally communicate verbally and in writing with AHS, clients, HCA's and team members.
- Proficient in computer applications including Microsoft Office, including excellent keyboarding skills. Experience with Procura or other scheduling software an asset.
- Excellent communications skills including ability to document clearly and accurately, active listening, convey verbal and written messages respectfully and professionally.
- Excellent organizational skills, including time management, ability to manage multiple demands, and effectively prioritize
- The successful candidate will be required to provide a Police Information Check, including the Vulnerable Sector.

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 HS112, 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.***

