



This position is posted internally and externally

CAREER OPPORTUNITY

Position: SUPERVISOR, CLINICAL

Department: HOME SERVICES

Hours: 35 hours per week – days, evenings and weekends

Position Overview:

This position is responsible and accountable for ensuring the provision of quality client care in the home setting and to provide direct supervision to personnel providing that care. It is responsible for establishing and maintaining standards, the delivery of client care, directing and facilitating work performance of Health Care Aides (HCA's) and maximizing client outcomes. The position is required to perform supervisory duties in the field as well as attending at the office.

Key Responsibilities:

Responsibilities may include but are not limited to:

Clients

- Receive service request from AHS Case Manager and provide Schedulers with appropriate information for development of schedules.
- Completes client intake procedures including home visits.
- Conducts additional home environment visits as needed including hazard assessments.
- Maintains regular contact with the client and AHS Case Manager as required and as per established schedules.

Leadership

- Directly supervises a team of HCA's.
- Participates in recruitment and orientation. Ensures HCA's are fully trained to complete required tasks.
- Ensures that scheduling is within established parameters.
- Monitors productivity and provides feedback to direct reports including assessing performance, conducting regular feedback sessions and identifying and resolving issues.
- Ensures LFS policies and procedures are being met by all HCA's.
- Provides HCA's with direction, information and feedback through regular team meetings, and ensures meeting minutes are produced and sent to entire team.
- Maintains communications with all HCA's providing services to ensure their efforts are coordinated effectively and efficiently
- Completes, or ensure the completion of, required documents, such as Incident Reports.

Administration

- Maintains client service file.
- Manages the verification and processing of HCA timesheets and mileage and conducts audits.
- Maintains employee supervision file.

- Adheres to established policies and procedures and ensures that both self and HCA's are implementing and following any required changes.
- Brings forward issues and concerns to direct supervisor on a timely basis.
- Works within the scope of the position description.

Continuous Learning

- Maintains and updates professional and management skills.

Qualifications:

- LPN designation or equivalent education and experience.
- 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.
- CPR Certified
- Excellent communications skills including ability to document clearly and accurately, listen actively, convey verbal messages respectfully and professionally.
- Excellent documentation and 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.

Start date: ASAP

Application deadline: May 21, 2019

Please submit, in confidence, a resume and cover letter referencing job posting HS57 and where you viewed our ad:

Email: humanresources@lfsfamily.ca

Mailing Address: Human Resources, Lethbridge Family Services
1098 – 3 Avenue North
Lethbridge AB T1H 0H7

Fax: (403) 327-5725

Web: 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.



Date Posted: 05/07/2019