



FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES  
POUR LES PERSONNES AYANT UNE DÉFICIENCE INTELLECTUELLE

<b>Date posted</b>	July 23, 2021
<b>Title</b>	Supervisor of Adult Support Services & Urgent Response
<b>Status</b>	Permanent
<b>Bilingualism</b>	Essential
<b>Closing Date</b>	August 9, 2021

**Primary Focus**

Reporting directly to the Manager of Support Services the Supervisor of Adult Support Services & Urgent Response is responsible for providing clinical supervision and associated administrative tasks to the adult program team. The Supervisor of Adult Support Services & Urgent Response is responsible for providing clinical supervision and completing Supervisory Assessments with Case Managers and UR case managers.

**Main Responsibilities**

**Staff:**

- Provides ongoing leadership and supervision of staff by participating in the selection of qualified individuals, ensuring appropriate training and development, assigning responsibilities, monitoring performance and maintaining a positive and safe working environment for employees.
- Supervises day-to-day activities relating to case management and urgent response.
- Conducts monthly clinical supervision with each Case Manager including UR case managers to review the status of cases, providing direction and guidance as required and ensuring resolution of any issues.
- Ensures that policies and procedures are implemented and adhered to.
- Manages performance related issues with the assistance of Manager and Human Resources.
- Informs Manager of Support Services of any health and safety issues.
- Provides advice on the resolution of complex issues and monitors the priority levels and workload for adult case managers and UR case manager’s caseloads.
- Coordinates departmental activities and maintains a monthly and bring forward system.
- Creates templates and documents for the team.

### **Operations:**

- Knowledge of individualized funding codes including resources and services as they pertain to the management and monitoring of services for eligible adults with developmental disabilities and individuals receiving MCCSS funding.
- Participates in ongoing development and improvement of case management at SCS.
- Participates in projects by working in cooperation with community partners and / or SCS staff to prepare plans for resources or services that meet the needs of individuals with developmental disabilities.
- Maintains statistics and analyzes data regarding service requests and SCS's ability to respond to the needs.
- Consults with the Manager of Support Services on complex clinical issues and caseload status.
- Reports all potential and or risk to SCS, which may have a negative impact on a client, employee or the Agency.
- Works collaboratively with Developmental Services Ontario Eastern Region (DSOER), Finance, Children's Support Services, Residential and Community Services and other SCS services to ensure excellent client services.
- Represents the agency as the liaison to outside groups and organizations and maintains cooperative working relationships with all stakeholders.
- Completes documentation related to the program work.
- Completes internal and external ad hoc and regular reports as it relates to caseloads.
- Types and maintains correspondence, reports and other documents.
- Composes letters, documents and emails as required.
- Attends meetings
- Creates entries in database for all contacts.
- Performs other duties as assigned.

### **Knowledge and Skills**

- A minimum of 5 years of related experience.
- A Bachelor's degree in Social Work, Social Services or Community Services or related field.
- Excellent communication, interpersonal and presentation skills.
- Must have strong analytical, problem solving and reasoning skills.
- Strong project management and coordination skills.
- Commitment to a professional work ethic, working cooperatively and collaboratively with internal and external customers, clients, volunteers and partners while demonstrating a strong customer/client orientation
- Self-directed with superior organizational and time management skills with an ability to manage overlapping priorities and multiple areas of responsibility.
- Strong understanding of requirements for coordination of services across multi-agencies and MCCSS.
- Knowledge of the services available for adults with physical and developmental disabilities, and mental health.
- Excellent negotiating skills and an ability to express opinion in a firm manner demonstrating good judgment and respect.
- Knowledge of the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008(SIPDDA) regulation 299/10, and the Child and Family Services Act (CFSA) is a requirement.

- Bilingual in both official languages (written and verbal) is required.
- Ability to work in a fast paced environment and handle a number of issues simultaneously.
- Proficient in the use of Microsoft Office Suite including Word, Excel, PowerPoint, Outlook and Internet.
- Must have a valid driver's license and access to own vehicle for business travel.

### **Core Competencies Required**

- Advocating for Others
- Creative Problem-Solving & Decision-Making Developing Others
- Holding People Accountable
- Leading Others
- Managing Change
- Relationship/Network Building
- Resource Management
- Resilience

### **Working Conditions**

Work is normally completed within a standard office environment. Constant interruptions may be expected; however, work is generally scheduled with priorities established in advance.

### **Accommodations**

Service Coordination Support (SCS) has an accommodation process in place and provides accommodations for candidates and employees with specific needs. If you require specific accommodations, please contact the Human Resources Advisor of SCS so that we can make arrangements to provide appropriate accommodations for you.

Qualified candidates may submit their resumes, along with a cover letter quoting Competition Number 19 - 2021 no later than August 9, 2021 at 4:00pm to [Human Resources](#).

*While we appreciate all responses, only candidates under consideration will be contacted. We kindly ask not to send in duplicate copies of your resume.*