

Date posted: September 1, 2021
Title: Supervisor, Residential and Community Services
Status: Full-Time, Permanent
Language: Bilingual Essential
Location: Ottawa, ON
Closing Date: September 20, 2021

Primary Focus

Reporting directly to the Manager of Support Services, the Supervisor of Residential and Community Services is responsible for providing clinical supervision and associated financial and administrative tasks to support the team and manage third-party service contracts.

Main Responsibilities

Staff:

- Provides ongoing leadership and supervision of staff by participating in the selection of qualified employees, ensuring appropriate training and development, assigning responsibilities, monitoring performance and maintaining a positive and safe working environment.
- Has knowledge of individualized funding and community services as they pertain to the management and monitoring of services for children and adults with developmental disabilities receiving MCCSS funding.
- Conducts monthly and ad hoc clinical supervisions with Resource Coordinators. Monitors the status of clients, workloads and client budgets. Provides direction and guidance as required.
- Consults with the Manager Support Services on complex clinical issues. Informs Manager of Support Services and HR Advisor of any performance issues.
- Reports all potential risks to SCS which may have a negative impact on a client, an employee or the Agency.
- Supervises the day-to-day activities relating to operations and the ongoing development and improvement of services.
- Participates in the creation of policies and procedures and ensures they are implemented and adhered to.
- Maintains correspondence, creates templates, documents and reports, attends meetings, and records information in database.
- Manages third-party contracts.
- Oversees program and client budgets.
- Participates in projects by working in collaboration with community partners and/or SCS staff to plan for resources or services to 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.
- Works collaboratively within SCS services and our community partners to ensure excellent client services.

- Represents the agency to outside groups and organizations and maintains cooperative working relationships with all stakeholders.
- Acts as back-up for the Supervisor of Adult Support Services, Supervisor of Children's Support Services & Respite services.com and Manager of Support Services as required.
- 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 the coordination of services across multi-agencies and Ministries.
- An ability to deal with all levels of organizations.
- Knowledge of the services available for adults and children with physical and developmental disabilities, and mental health.
- Professional with 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
- Initiative
- Leading Others
- Managing Change
- Relationship/Network Building
- Resource Management
- Strategic Thinking

- Resilience
- Self-Control
- Service Orientation
- Values and Ethics

Working Conditions

Working conditions are normal for an office environment. Business hours are regular with some overtime when required. Attend meetings locally and potentially regionally. There are frequent interruptions, tight deadlines and changes in priorities.

Accommodations

Service Coordination for People with Development Disabilities (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.

As the ideal candidate you are a self-starter with excellent interpersonal skills who works well in a team environment. You have experience in finance or accounting. Qualified candidates may submit their resumes, along with a cover letter quoting Competition Number 2021 - 20 no later than Monday, September 20, 2021 at 4:30pm 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.

SCS embraces diversity and equal opportunity in a serious way. We are committed to building teams that represents the communities we serve. All employment decisions are based on qualifications, skills and business need.