

VHA Health and Home Support  
**Job Description**



Position: **Supervisor**  
Immediate Supervisor/accountability: Service Director

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**VHA's Mission & Values**

**Our Mission -**

*Advancing compassionate, safe community-based health care - people live with independence and dignity*

**We Value -**

*Client-centred care – respect needs and preferences*

*Safety – manage risks effectively so people enjoy their best possible health*

*Accessibility – respond to diversity*

*Quality – improve outcomes and the quality of the care experience for clients and caregivers*

*Collaboration – work together to achieve positive change*

*Learning and growing – continually improve services through client engagement and professional growth*

*Innovation – develop and promote new ideas and evidence-based practices*

*Accountability – strategic and responsible use of resources*

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**Job Summary:** The Supervisor is responsible for no less than an annual visit with each client as well as monitoring the work performance of a team of Home Support Workers (HSWs). The Supervisor is a primary point of contact for service issues that may arise between Home Support Workers, clients and the contractor/funder. The Supervisor ensures that Home Support Workers are appropriately trained, matched to each client's service needs, and supervised to ensure that service is provided safely, professionally and efficiently. The Supervisor will sustain and/or improve staff satisfaction through effective team building, employee training, support and supervision.

**Responsibilities**

**Organizational Responsibilities:**

1. Work positively, according to our Values, to help the organization fulfill our Mission.
2. Comply with and fulfill VHA obligations, policies and procedures, including Occupational Health & Safety.
3. Regular supervision, in conjunction with immediate supervisor.
4. Participate in relevant meetings.

## VHA Health and Home Support

**Service Responsibilities:** Focusing on quality client service using sound judgment, professionalism and effective communication, the Supervisor works as a key member of the service team to:

1. Support and supervise Home Support Workers to ensure efficient, effective service delivery.
2. Foster a strong sense of 'team' throughout Service Delivery (office to field) through good communication, cooperation and collaboration.
3. Assist in investigation and resolution of client concerns and issues.
4. Assist to identify and resolve potential risks for clients and frontline staff
5. Development of performance improvement plans for Home Support Workers whose work falls below established standards
6. Conduct a performance appraisal for each Home Support Worker within the team.
7. Client safety focus:
  - a. educate field staff on proper infection control (routine practices) and use of personal protective equipment (PPE);
  - b. participate in annual refresher training;
  - c. provide effective supervision of Home Support Workers
  - d. work with clients and families to identify and resolve issues, including safety risks, to clients;
  - e. work to ensure that every employee is a champion for infection prevention and control by supporting health practices in themselves and others that minimize the transmission of infection.
8. HR Integration:
  - a. support probationary Home Support Workers to maximum hours of work as soon as possible
  - b. assist in planning field staff coverage for peak vacation periods (ie summer, Christmas/New Year's, March break)
  - c. participate in the recruitment and Orientation of Home Support Workers.
9. Quality Goals:
  - a. participate/initiate case conferences with HSWs and/or funder to problem-solve.
  - b. monitor staff and client issues and workload by providing coverage for Scheduling Coordinator (planned and unplanned)
  - c. investigate discrepancies in staff timesheets and follow up accordingly.
10. Strategic Directions:
  - a. actively participate in furthering VHA's strategic initiatives.
11. Develop & maintain cooperative, effective contacts.
12. Provide required program support and administration.
13. Complete associated forms & reports to program and VHA standards.
14. Other related duties as required.

## Qualifications

### **Mandatory:**

1. University degree in social services, health or social work.
2. Three (3) years practical experience in the field (preferably in community-based health/social services)
3. Knowledge of available health and social services in the city of Ottawa
4. Ability to work with the general public and as a team member
5. Computer-literate
6. Demonstrated ability to use sound judgment and effective organizational skills
7. Use of vehicle and a valid drivers' license
8. Able to multi-task and handle multiple work demands.
9. Proof of up-to-date immunizations.
10. Clear police record check.

*(Note> Items 1 and 2 may be considered jointly)*

### **Preferred:**

1. Bilingual (Eng/Fr)
2. Education/experience in mental illness.

### **Other**

1. Demonstrated teaching and coaching skills.

*Mar. 4, 1991*

*Sept. '96*

*May 2003*

*Sept 2006*

*Jan 2012*

*May 2015*

*Sept 2016*

*May 2018*

*Nov 2022*

### Disclaimer

This Position Description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. Because of the changing nature of the work and the work to be done, the position specifications may be adjusted as necessary.

### Working Conditions

Key for Degree of Physical Activity Required or Working Conditions - % of Time Involved	
a) Limited, up to 25% of time	c) Considerable, 51% - 75%
b) Moderate, 26% - 50% of time	d) Constant, 76% - 100%

Work Environment		
Type	Explanation	Degree
<b>Adverse Conditions</b> ( <i>noise, heat, cold, fumes or unpleasant environments</i> )	Most work is performed inside client’s homes or an office environment where exposure is negligible.	A
<b>Isolation</b> ( <i>physically removed from other staff &amp;/or resources</i> )	Not applicable	N/A
<b>Exposure to Potential for Accident or Health Hazards</b>	Most work is performed indoors where exposure is limited.	A
<b>Hours of work</b> ( <i>variable shifts, irregular hours, very early or late shifts</i> )	Requirement to rotate evening shift work with a team of colleagues (12:30 – 8:30 pm)	B
<b>Travel</b>	Travel by car to supervise, train field staff.	C
<b>Time away from home</b>	Not applicable	N/A

Physical Effort		
Type	Explanation	Degree
<b>Audio Attention</b>	Training Meetings: telephone, videoconference, in-person, conference/workshop format.	C
<b>Visual Attention</b>	Observe & monitor workers doing their job in a variety of settings. Personal computer for documentation.	C
<b>Manual Dexterity</b>	Keyboarding	B
<b>Lifting or bending or climbing</b>	Not applicable	N/A
<b>Remain in a seated or standing position</b>	Frequent opportunity to alter position.	A

Mental Effort		
Type	Explanation	Degree
<b>Overview</b>	Supervise and train staff to effectively and safely meet the home support needs of clients.	C
<b>Level of responsibility</b>	Moderate. Working within scope to coach and monitor staff.	C
<b>Pace of work / workload</b>	Period of work that are predictable and routine punctuated by periods of work with competing pressures and priorities. Decision-making & ability to prioritize is key.	D
<b>Role conflict</b> ( <i>conflicting job demands, extent of work fragmentation, interruptions</i> )	Most work can be pre-scheduled; occasional interruptions. The complexity and number of clients and HSWs may increase the level of work fragmentation, interruptions.	B