

Job Description – Resiliency Project Supervisor

Title

Resiliency Project Supervisor

Reports To

Resiliency Project Manager

Position Summary

The Resiliency Project Supervisor provides professional supervisory services in the areas of core-protection and family enhancement within the community. The Resiliency Project Supervisor will be expected to establish and maintain open, effective communication between programs, parents, children and youth, Edmonton Region Children’s Services, service team members, and other stakeholders to complete job duties. Additionally, this leadership position will be required to develop the skills, shift perspectives and behaviours, develop training, develop supervision plans, and evaluate their direct reports.

The Resiliency Project Supervisor ensures that practitioners are maintaining or increasing the level of safety, well-being, permanency, and connection to supports available to their clients. Furthermore, this dynamic position ensures that the intent of legislation, contracts, standards, and policy and procedures are adhered to by themselves and their direct reports. These two focuses are addressed utilizing an ethical frame work that is client driven.

Core Competencies

- Client Focus
- Communication
- Energy & Stress
- Team Work
- Quality Orientation
- Time Management
- Adaptability/ Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgement
- Planning and Organizing
- Problem Solving
- Result Focus
- Accountability and Dependability
- Ethics and Integrity
- Mediating and Negotiating

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- Providing Consultation
- Leadership
- Coaching and Mentoring
- Staff Management
- Enforcing Legislation, Policies and Standards
- Development and Continual Learning

Major Job Responsibilities

- Supervise practitioners and related personnel
- Ensure that practitioners are properly matched with clients
- Ensure that effective intervention strategies and case management is being conducted by all direct reports
- Serve as on-call authority for the smooth function of all programs on assigned time frames
- Notify Program Manager or designate of urgent concerns
- Keep the Program Manager informed of the needs and problems of the program
- Receive and address practitioner, caseworker and client grievances and relay the information to the appropriate supervisor
- Assist practitioners in completing risk assessments and safety plans
- Ensure standards compliance, quality assurance and practitioner development on a daily basis
- Work with Intake & Quality Improvement Specialists to ensure file and client information is complete
- Assist with annual budget preparation by identifying supply and equipment needs
- Assure adequate staffing at all times
- Provide guidance and support for work flow management
- Provide service delivery expertise in the management of on-call and emergencies
- Audit client files routinely and provide service delivery expertise in documentation of Care Plans, Assessments, Critical Incidents, reports and service team meetings
- Direct staff response to emergencies, e.g. severe weather, fire or bomb scares
- Assist with the development and implementation of policies and procedures
- Serve on committees as assigned
- Maintain prompt and regular attendance
- Plan, assign and direct the work of others
- Effectively present information and respond to questions from managers, employees, residents, families, professionals and the general public
- Facilitate and conduct team meetings, case management meetings, supervision group and supervisions
- Participate in supervisions, program meetings and supervision groups

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- Ensure all direct reports maintain human resource documentation and training requirements
- Ensure knowledge of client population needs and treatment/intervention sources
- Read, analyze and interpret practice standards, professional journals, technical procedures and government standards and regulations
- Effective communication skills with individuals at all levels of the organization
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills
- Ability to solve complex problems and deal with a variety of issues
- Understand current theory based on trauma informed practice, child development, grief and loss
- Completes accurate evaluations, develops effective supervision plans and ensures that their direct reports meet the targets of these plans
- To develop assessment, intervention, case management, administrative and team skills of practitioners
- Completes all support letters or recommends disciplinary processes when appropriate
- Conduct interviews and training as required
- Complete all administrative tasks assigned and required
- Perform other related work as assigned

Qualifications

- Post-Secondary School Diploma required, university degree in Human Services or related field preferred or equivalent
- 3 years' experience needed (Core-Protective Services preferred)
- Intermediate – advanced knowledge of Microsoft Office (Word, Excel, Outlook, Power Point)
- Ability to interpret and effectively manage multiple and competing priorities and deadlines
- Proven ability to organize, evaluate, communicate and present information, both verbally and written
- Demonstrated time management and project management skills
- Demonstrated Level 2 skills (Jack Phelan training)

Work Conditions

- Manual dexterity required
- Interacts with support staff and the public at large
- Ability to lift up to 50 lbs
- Irregular hours
- Available after hours

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- Self-directed team
- Fast paced environment
- Travel is required
- Vehicle required
- Fast paced and dynamic environment
- Must be able to safely perform restraints