

## Job Posting

<b>Job Title:</b>	Supervisor, Client Support Services	<b>Status:</b>	Full-time
<b>Department:</b>	Seniors Services	<b>Union:</b>	Excluded
<b>Salary:</b>	Based on experience	<b>File #:</b>	22-SRS-32
<b>Posting Date:</b>	November 23, 2022	<b>Posting Close:</b>	December 7, 2022

**Dixon Hall Neighbourhood Services (DHNS)** is a multi-service agency located in the heart of east downtown Toronto committed to realizing the vision of a city where everyone thrives. Since 1929, we have been touching the lives of thousands of our community's most vulnerable residents by providing a range of programs and services across every stage of life. We create lasting solutions to end poverty, social injustices, and isolation in Toronto. We value respect, diversity, integrity, care, compassion, and accountability.

Reporting to the Director of Seniors Services, the Supervisor, Client Support Services, is responsible for the delivery and coordination of case management services to clients in assigned portfolios and will actively participate in a wide range of community collaborations and advocacy initiatives. This role will also be responsible for the operations, program development and service delivery of the Settlement Services Program.

### RESPONSIBILITIES

#### Case Management (30%)

- Ensure that case management staff regularly monitor client activity related to achieving personal and program goals and provide corrective action revisions to care plans as needed.
- Ensure high quality, inclusive, client-centred, accessible and culturally competent services which are responsive to the needs of clients and the community.
- Provide support and guidance to staff with complex client situations.
- Maintain current knowledge of trends in the delivery of services to seniors, marginalized individuals, adults with disabilities and illnesses, mental health and addictions and housing.
- Provide direct services to clients or community members as necessary.

#### Program Delivery (25%)

- Support planning, coordinating, directing and monitoring the effectiveness of all operational activities of the assigned portfolio.
- Support and participate in projects specific to the area of responsibility and provide status reports to direct manager.
- Ensure the development and implementation of individual service plans for all participants.
- Coordinate regular case consultation and administrative meetings with staff (one-to-one and team), which are focused around supporting, servicing and troubleshooting issues as they arise and provide feedback on quantitative and qualitative performance.

- Manage and monitor participant data, consolidation of reports, generating participant success stories, highlighting key challenges within service provision
- Identify current and future needs to recommend program changes and additions.
- Monitor program units of service to ensure future viability.
- Provide support and back up for programs and services in the Seniors Department

#### Human Resources (20%)

- Supervise workers within the assigned portfolio.
- Provide training and workplace orientation following a worker's employment start date; explain the Agency's policies and procedures following the completion of the onboarding for new employees' process by the People and Culture team.
- Coordinate and communicate position vacancies needing to be filled with the People and Culture team.
- Establish clear goal setting with department employees through annual performance evaluations and outline expected outcomes and time frames against which performance will be reviewed.
- Consult with the People and Culture team, as necessary, regarding disciplinary issues.
- Implement and follow the terms of the Collective Agreement and all applicable employment legislation.
- Ensure that all employees within the department understand WSIB claim process and importance of return to work' measures to avoid lost time claims.
- Monitor all active WSIB claims within the department and ensure ongoing efforts are made to facilitate early return to work.
- Participate in managing the payroll responsibilities for assigned portfolios.
- Report all health and safety concerns to Management as per the Agency's Health and Safety policy.

#### Organizational Effectiveness (15%)

- Identify gaps and successes in the Senior's and Housing program as it relates to employment and skills training.
- Monitor and adhere to budgets and agency policies
- Maintain relevant data and documentation on program and peer work scope and duties
- Attend meetings with agency and community stakeholders pertaining to the programs development goals or agency needs
- Identify trends that could lead to further funding or program opportunities and communicate to managers as required
- Be receptive and adaptive to an expanding program's needs and gaps
- Ensure that reporting is done in a timely fashion and in agreement with established deadlines.

#### Other Duties as Assigned or Required (10%)

#### **QUALIFICATIONS**

- Post-secondary degree or equivalent combination of work and educational experience.

- Minimum 5 years' experience in front-line social service sector.
- Knowledge and demonstrated experience in working with populations who face multiple barriers.
- Knowledge of gerontology, housing and mental health and addiction issues related to working with an aging population.
- Experience using the inter RAI CHA provincial assessment tool in working with seniors an asset.
- Knowledge and experience in settlement service issues.
- Experience with program development and group facilitation an asset.
- Creative problem solving and organizational skills; able to coordinate multiple tasks and issues through prioritizing, delegation and follow through on deadlines.
- Able to work in a quickly changing and expanding program requiring flexibility and multi-tasking skills.
- Strong verbal and written English language communication skills; fluency in additional languages, relevant to the communities of service, will be considered an asset.
- Strong ability to mentor and exchange knowledge with sound judgement and strong decision-making skills.
- Ability to work collaboratively with personnel at all levels across multiple programs/areas.
- Ability to develop and maintain excellent relations with community organizations, networks and funders.
- Self-directed and independent, as well as proven experience in working effectively as an inter-disciplinary team member and in collaboration with other community professionals.
- Good knowledge of community resources.
- Able to manage multiple projects and deadlines, prioritize and take initiative.
- Experience in database management and in the administration of assessment tools.
- Proficient with MS Office Suite (including Word, Excel, PowerPoint and Outlook).
- First Aid/CPR certification will be considered an asset.
- Must be qualified to work in Canada legally for the employer
- Able to provide a Vulnerable Sector Screening check with a 'Clear' or satisfactory result that meets the operational requirements of the Agency.
- MUST be fully vaccinated (two [2] doses) against COVID-19 with a vaccine that has been approved for use in Canada

To apply, please email your resume and cover letter as a single Word or PDF document to [hr@dixonhall.org](mailto:hr@dixonhall.org) by **December 7, 2022 at 4:30 PM** quoting File #22-SRS-32 in the email "Subject" line.

Dixon Hall Neighbourhood Services is committed to developing an inclusive selection process and work environment. If contacted for an interview, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed by Dixon Hall Neighbourhood Services Race Relations and Employment Equity Policies.