



## Job Posting

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<b>Job Title:</b>	Supervisor, In-Home Services	<b>Job Status:</b>	Full Time
<b>Department:</b>	In-Home Services	<b>Direct Reports:</b>	Client Service
<b>Reports To:</b>	Manager, In-Home Services		Coordinators &
<b>Hours Per Week:</b>	On Average 35 Hours		Personal Support Workers (PSWs)
<b>Job Posted On:</b>	October 08, 2021	<b>Job Closing On:</b>	October 22, 2021

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TransCare Community Support Services is a charitable not-for-profit corporation dedicated to providing home and community support services for people who need assistance due to illness, convalescence, disability, or functional limitations related to aging. TransCare® offers a continuum of services to facilitate independent living, comfortably and safely in the clients' homes, and in the community.

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### Position Overview:

Responsible for supervising and coaching Coordinators and Personal Support Workers in the In-Home Services Department.

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### Primary Duties & Responsibilities:

- Monitor program statistics and overall scheduling of client care.
- Monitor staff utilization in conjunction with Department Manager; including compliance to telephony system.
- Client care management, including home visits.
- Supervise direct service workers and coordinators.
- Provide accurate, timely completion of all department, agency, partner and regulatory reporting.
- Ensure adherence to all regulatory requirements and agency policies and procedures, including incident reporting and investigations.
- Conduct annual performance appraisals on direct service workers.
- Conduct annual performance appraisals on Coordinators, in conjunction with Program Manager.
- Work collaboratively with team members and other agency departments in the delivery of integrated, client-focused care; achievement of operational objectives; evaluation of service delivery and quality improvement.
- Quality Assurance Reporting and performance tracking.
- Recruit and orientate new staff.
- Plan and implement staff training sessions.
- Assist with reconciliation of staff payroll.
- Maintaining collaborative spirit with partnerships and cluster sites
- Act as back-up to other supervisor(s), on-call coordinator(s) and manager (s) approximately every four weeks; with additional support to other members of the team as necessary or directed.

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**Job Specifications:**

- College Diploma in health care, administration, or equivalent OR designation as a Regulated Health Care Professional (RPN).
- Supervisory experience in client service environment; home care experience an asset.
- Strong client-service orientation and effective issue resolution; ability to motivate, coach and performance manage employees.
- Well-developed interpersonal, listening and communication (verbal/written) skills.
- Strong planning, organizing, problem solving, analytical and quality improvement skills.
- Strong MS Office skills, including Excel. Knowledge of CIMS and AlayaCare an asset.
- Valid driver's license and vehicle required.
- Ability to speak another language an asset.

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**Attributes of the Successful Candidate Include:**

- Strong analytic and time management skills.
- Strong communication skills (both written and verbal) and interpersonal skills.
- Able to adapt to various environments, and work in individual and/or team settings.

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**Work Conditions and Physical Capabilities:**

- Able to work the business hours of 8:30-4:30 and after hours/weekends on-call.
- Office environment, with significant computer and telephone use.
- Can lift and/or carry 6-13.5 kg (15-30 lb).

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**Job Application Instructions:**

Please submit your job applications via e-mail to [careers@tcare.ca](mailto:careers@tcare.ca), quoting the position to which you are applying to in the subject line, or via fax to (416) 646-3576, no later than October 22, 2021. All applications will be held in strict confidence.

TransCare® is dedicated to addressing specific clients' needs including; gender, language and cultural requirements in particular, when providing personal care for older adults with challenges. Selection of personnel will be based on current clients' needs at the time of posting.

We thank you for your interest in applying to TransCare®; however only successful candidates selected for an interview will be contacted.

A detailed job description will be provided on the day of the interview.

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**Disclaimer:**

*TransCare® Community Support Services is an inclusive and equal opportunity employer. We welcome applications from diverse individuals who self-identify based on any of the protected grounds under the Human Rights Code. We are committed to integration and maintaining the independence of individuals and removing barriers to accessibility in the workplace. We are committed to full compliance with the Human Rights Code, the Accessibility for Ontarians with Disabilities Act, The Pay Equity Act, the Occupational Health and Safety Act, and all other applicable legislation.*

*The information in this description has been designed to indicate the general nature and level of work performed by employees in this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required by employees assigned to this job. The agency reserves the right to make changes to this position as business dictates.*