



**POSITION DESCRIPTION**

**POSITION TITLE:** REGIONAL SENIOR SUPPORTS SUPERVISOR

**DEPARTMENT:** HOME CARE

**CLASSIFICATION:**

**UNION:** NON UNION

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**REPORTING RELATIONSHIPS**

**POSITION REPORTS TO:** MANAGER, HOME CARE SENIOR SUPPORTS

**POSITIONS SUPERVISED:** SERVICES TO SENIORS COORDINATOR, ADULT DAY PROGRAM COORDINATOR, ADULT DAY PROGRAM WORKER, ADULT DAY PROGRAM COOK, ADULT AAY PROGRAM VOLUNTEERS

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**POSITION SUMMARY**

Reporting to the Manager, Home Care Senior Supports, the Regional Senior Supports Supervisor will support seniors, their families, and caregivers, to navigate the health system and access community programs and services related to healthy ageing, wellness and support services enhancements. The incumbent will focus on providing navigation of services and programs, through coordination and collaboration with communities and seniors serving organizations across the region, and human resource management, program equipment/supplies/environment management, committee participation and communication for all regional Services to Seniors Coordinators and Adult Day Programs. This position is aligned with the Provincial Seniors Strategy. The incumbent demonstrates professional responsibility and accountability.

The position of Regional Senior Support Supervisor functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

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**ESSENTIAL FUNCTIONS AND DUTIES**

Function and duties include but are not limited to the following:

- Supports seniors to have access to a broad selection of high-quality programs and services that provide support at different stages of ageing and level of need.
- Develops and/or enhances multisectoral and community partnerships and relationships.
- Works with community and consumer groups to build capacity to support seniors in accessing local and provincial services and programs.
- Builds and maintains an up to date central database of healthy ageing and supportive services and programs for seniors, taking into consideration ethnocultural perspectives languages and geography.
- Analyzes data trends and patterns in relation to healthy aging and support services programs across the care continuum, and provide feedback and recommendations for support services to seniors initiatives and addressing gaps in service.
- Maintains effective relationships and works closely with community and consumer groups to increase the visibility and promotion of senior programs and services, and uses a variety of methods to develop and communicate seniors programs and services information to staff, community, partners and stakeholders
- Conducts a needs assessment to identify appropriate program and service referrals and empower clients, their families and caregivers to have a voice throughout the decision making process.
- Provides evaluation feedback, as its impact on the individuals experience accessing appropriate programs and services for their needs.
- Develops and maintains statistical information to track navigation utilization, effectiveness and outcomes.
- Manages the Services to Seniors Program and Adult Day Programs.
- Promotes, develops, supervises and provides leadership to regional Services to Seniors Coordinators, Adult Day Programs and their staff, including ADP Coordinators, Workers, Cooks and Volunteers.
- Responsible for recruitment and selection of Services to Seniors Coordinators and Adult Day Program staff, including job postings, reference checks and letters of offer and appropriate documentation of same; liaises with Manager, Home Care Senior Supports and Human Resources Department regarding recruitment strategies and activities.
- Participates in the orientation of all new Services to Seniors Coordinators and Adult Day program staff to program, employment conditions, and position responsibilities.
- Provides direction, support and coaching to Services to Seniors Coordinators and ADP staff regarding specific situations and adapting to workplace change.
- Monitors and assesses staff performance on an on-going basis against program standards, identifies areas for growth, and performs formal performance appraisals as per organizational guidelines
- Reviews performance issues with staff and follows through with developmental or disciplinary action as appropriate, involving the Manager, Home Care Senior Supports, and Human Resources as necessary.
- Represents the employer at meetings with the union and participates in the grievance procedure including responding to individual grievances.
- Demonstrates leadership and promotes healthy team functioning in a professional manner.
- Receives and investigates complaints and occurrence reports involving clients and/or staff. Submits reports to Manager, Home Care Senior Supports.

- Works alongside the Manager and approves any over-cost for program supplies and equipment, to ensure financial responsibility and budget expectations.
- Ensures the provisions of the Collective Agreement are met with Services to Seniors and ADP staff, including administrative processes related to workers compensation, sick leave, assignments and seniority lists.
- Ensures that the safety standards for working in the community are met (i.e. Working Alone, Post Exposure Protocol (PEP), Safe Work Plans (SWP), etc.)
- Collaborates with Services to Seniors Coordinators to address identified gaps and to provide seniors with inclusive accessible support services and programs.
- Provides consultation on all Services to Seniors and ADP program operations:
  - Assesses practices and programming for client safety
  - Evaluates social and recreational activities for quality and best practice
  - Ensures adherence to all policies and procedures
  - Acts as a role model to staff in the provision of quality programs by reinforcing organizational philosophy, mission, values, etc.
  - Monitors and approves program expenditures; makes budget recommendations
  - Ensures that programming remains relevant to seniors population and evaluates enjoyment and effectiveness of programming for clients served
  - Reports to Manager, Home Care Senior Supports on all aspects of programming, concerns, trends and makes recommendations on continued funding for Support Services to Seniors Programs and Adult Day Programs
  - Monitors regionally funded Services to Seniors projects to ensure that programs are operating within the guidelines under which they were funded
- Participates in local and provincial committees to enhance supports to seniors programs
- Develops and maintains networks at the local and provincial level.
- Demonstrates professional responsibility and accountability, while practicing with a high degree of autonomy when providing services.
- Maintains client confidentiality at all times.
- Participates in formal self-evaluation by identifying areas of strength and opportunities for development.
- Seeks guidance as appropriate.
- Participates in relevant educational programs and workshops to increase professional competence and to meet personal needs and goals.
- Is a member of the Administration on Call Rotation.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**OTHER**

- Performs other duties as assigned.

**QUALIFICATIONS**

**EDUCATION/CERTIFICATION:**

- Post-secondary education in a relevant social services or health related field including community development or public administration.

- An equivalent combination of education and experience as recognized by Interlake-Eastern Regional Health Authority will be considered comparable.
- Completion of Human Resource Management courses preferred.
- Courses or training in leadership or management an asset.
- Courses related to Gerontology would be an asset.

**REQUIRED KNOWLEDGE:**

- Comprehensive knowledge in community resources for seniors.
- Comprehensive knowledge of Board governance, structure and Service Purchase Agreements.
- Knowledge of current Health Promotion theory and best practice.
- A sound understanding of the needs of an aging population, principles of health promotion and healthy aging, and strategies for aging in place.

**EXPERIENCE REQUIRED:**

- Minimum three (3) year's experience working with the seniors population in seniors support service delivery.
- Minimum three (3) year's experience working with senior support groups, agencies and government programs.
- Minimum of three (3) year's experience in the development, delivery and evaluation of workshops and programs, educational training with knowledge of the principles of Adult Learning.
- Two (2) year's experience in leadership and management including the supervision of others (union environment an asset).

**SKILLS/COMPETENCIES:**

- Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Self-directed and able to work with minimal supervision.
- Excellent organizational and problem solving skills with the ability to manage multiple complex projects.
- Demonstrated ability to work well within a team environment.
- Demonstrated ability to deliver effective education and information presentations.
- Excellent interpersonal skills.
- Ability to foster and maintain positive working relationships.
- Good written and oral communication skills.
- Commitment to continuing self-development and continuous quality improvement.
- Valid Manitoba drivers license.
- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

**WORK CONDITIONS**

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
  - Will be required to travel throughout the region as duties may require.
  - No hazardous or significantly unpleasant conditions.
  - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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**WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring adherences to Workplace Safety and Health Regulations and Policies, Infection Control Guidelines, WHMIS and Safe Work Procedures. Immediately investigates and recommends corrective action on any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**PATIENT SAFETY**

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.
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Created: August 2023  
Date

Revised: \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Regional Lead/ CEO Date

Reviewed by: \_\_\_\_\_  
Regional Lead, Human Resources Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*