

Position Description

The fundamental role of the Assistant Manager is to ensure the organization and administration of the home. This position requires the employee to be educated, independent and possess leadership abilities. The Assistant Manager will balance their duties with frontline work and provide primary supervision of Team Leads and Support Workers. The Assistant Manager is the point of connection for a Service Manager to gain information with specific to one of their homes. The Assistant Manager is an important member of a team that works with individuals with disabilities to have a quality of life in areas including: daily living, recreation and leisure and community inclusion.

Responsibilities

Direct Service

- Assist with arrangements for individuals to achieve full potential in employment, community social and residential environments.
- Act as an advocate for individuals when needed.
- Ensure individuals are satisfied and daily needs are met.
- Motivate, manage and support Team Leads and frontline Support Workers and work effectively with them through training and demonstration.
- Training and modeling how to follow through in the areas of:
 - Positive Behavior Supports
 - Restrictive Procedures
 - Abuse Prevention and Response Protocol
 - Human Rights
 - Personal Care
 - Medication Administration, including home training via job shadowing new staff.
 - First Aid
 - Emergency Procedures. IE; Practice fire drills
 - Any specifics pertaining to individuals, homes and programs
- Ensure team Leads and Support Workers have the skills to assist individuals to maintain and build relationships.
- Responsible for ensuring personal care is provided in a dignified and private manner.
- Light housekeeping and meal preparation.
- Grocery pick up and proper storage of foods.
- Responsible for in house training, on going coaching, evaluation and discipline of new staff.
- Model workplace health and safety and ensure all requirements are being met.
- Address any team or individual concerns in a prompt manner.
- Administer first aid.
- Arrange for medical appointments when needed and ensures staff are aware and designated to attend if not personally.
- Monitors and models use of Best Practices.

Administrative

- **Communication**
 - Professional communication with Funding Bodies, Families, Professionals, Team Leads, Support Workers, Service Managers and HR.
 - Maintain, monitor and send accurate documentation and records to Service Managers including: Medication Administration, Client Log Books, Support Work Contact Notes, Community Access Records, Monthly Health and Safety Logs, Individual Service Plans, Behavioural Programs/Strategies, Performance Evaluations and Employee Conduct Reports.
- **Planning**
 - Involved in the creation and implementation of an Individual Service Plan which support individuals to reach personal goals which meet CET standards.
 - Involved in the developing and creation of behavioural programs or strategies specific to behaviours of concern which meet CET standards.
- **Meeting**
 - Along side the Service Manager, participates in review meetings with individuals and their extended supports. IE; Vocational/Recreational reviews and school reviews.
 - Communicates results of above meetings to Team Leads and Support Workers.
 - Participates in weekly 03's (one-on-ones) with Service Managers and conducts weekly 03's with Support Workers.
- **Monitoring**
 - Ensures individual service plans/goals are implemented by the team leads and community support workers.
 - Ensures behavioural programs or strategy specific to behaviours of concern are implemented by team leads and community support workers.
 - Review and submit incident reports to Service Manager.
 - Identifies and resolves and monitors any problems in compliance to health and safety standards.
 - Take regular inventory of house hold needs and restock and/or replace as necessary including groceries.
- **Human Resources**
 - With Service Manager to coordinate emergency relief.
 - Attend and/or provide input to Service Managers regarding staff performance and appraisals.
 - Participates in the orientation process of new employees specific to home along with the Service Manager.
 - Documents team conduct and individual conduct reports while communicating them to Service Managers and HR.
 - Participates with HR in policy, procedure and protocol implementation, administration and communication with mult

Occupational Health and Safety

- Conduct bi-weekly OH&S checklists and facilitate bi-weekly OH&S safety meetings.
- Provide minutes of the safety meetings to Service Managers and Quality Assurance Manager.

Professional Development

- Maintain Annual certifications in:
 - Medication Administration
 - First Aid/CPR
 - Emergency Procedures
 - SIVA
 - Professional Association Accreditations
- Attend workshops, presentations, seminars, etc. that would enhance work practice.

Qualifications

- Education
 - Minimum Diploma in Human Services or related field with preference given to applicants with a degree.
 - A combination of experience and education will be considered.
 - First Aid & CPR
 - CYIM and Police Clearance.
 - Own vehicle, Class 5 Driver's License and liability insurance of one million.
- Personal Attributes
 - Integrity and Honesty in all Relationships.
 - A relationship builder through communication and demonstration.
 - A leader who holds their team accountable and adheres to the highest standards set out by Entrust.
 - Kind, patient, caring, understanding, mature and trustworthy.