



## **ABOUT US**

Turning Leaf is a non-profit, charitable organization that provides person-centered, crisis and treatment services to low and high-risk vulnerable and marginalized individuals living with mental illness and intellectual challenge in our community. Turning Leaf's support is customized to every individual's needs and risk level. We offer crisis-intervention and treatment services, community support, day program services, residential support (including emergency housing, 24-hour homes, cluster housing, and home share), a harm reduction program, clinical services, indigenous services and more.

## **WHO WE SUPPORT**

The participants of our programs are often deeply impacted by their circumstances which can become barriers to living safely and independently in the community. Trauma, homelessness, poverty, addictions, discrimination, sexual exploitation, societal stigmas, and lack of access to resources are some of the barriers our participants face every day.

## **MAKE AN IMPACT**

Being a part of the Turning Leaf team means you will have the opportunity to make a direct and positive impact on people's lives every day. The work is challenging in all the best ways and deeply rewarding. Many of our employees say they have found their life's purpose while working here.

Turning Leaf provides ongoing, meaningful training to ensure we remain an industry leader and that our employees have the skills and confidence to be successful in their careers. We are an organization that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect.

We are growing more and more all the time, and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

## **REGIONAL PROGRAM MANAGER JOB SUMMARY**

The Regional Program Manager (Saskatchewan) will work closely with the Director/COO to aid in the oversight of Residential Services, Supported Independent Living, and Day Programs for all regions in Saskatchewan.

The Regional Program Manager will perform a variety of administrative and supervisory tasks, while providing support to the Management and direct support teams. This position will be responsible for the oversight of quality assurance of participant service, there will be no involvement in the day-to-day operations of the files.

The Regional Program Manager (Saskatchewan) will liaise with multiple governing bodies and be responsible for relationship building and networking within the province. Maintaining a close connection to counterparts in other Turning Leaf branches (Manitoba) will be a priority, as well as navigating services in multiple branches within Saskatchewan.

### **ESSENTIAL REQUIREMENTS**

- Cover letter and updated resume
- 18 years of age or older
- Available 40 hours p/week (Full time)
- Clear Criminal Record Check with Vulnerable Sector Check (no older than three months)
- Completion of a Post-Secondary Education in Human Services or Business (Certificate, Diploma or Degree) is considered an asset
- CLSD and Comprehensive Personal Planning and Support Policy (CPP&SP) training is an asset
- Management of inpatient and outpatient care is considered an asset
- A minimum of five years' experience in providing service to intellectually challenged adults and those experiencing mental illness preferably in Case Management or Supervisory experience in the human services field
- Mandt training is an asset
- Valid driver's license, current drivers abstract and appropriate current vehicle registration
- Experience in the development of behavioural plans, risk management (organizational and participant related) and the person-centered approach
- Dedication to continuous profession/skill development
- Experience effectively navigating through potentially high-risk situations through verbal de-escalation techniques, and the ability to stay calm in potentially high stress situations.
- Three employment references

### **QUALITIES AND QUALIFICATIONS**

Turning Leaf Regional Program Manager must possess the capacity to be aware of and control one's emotions. Moreover, Regional Program Manager must be able to handle interpersonal relationships judiciously, empathetically, and professionally while executing their responsibilities and providing Turning Leaf's person-centered supports.

In addition, Regional Program Manager must possess experience with and skills in:

- Strong attention to detail and organization.
- Ability to provide supervision and leadership.
- Ability to handle multiple projects and priorities in a professional and timely manner.
- Consistency with processes and daily tasks.
- Self-starter and proactive approach in resolving problems and issues.
- Excellent oral and written communication skills.
- Ability to read, analyze and interpret general information and data.
- Ability to interact with all levels of personnel. Treat all with dignity and respect. Open and receptive to their needs.
- Troubleshooting skills.

- Ability to effectively present information in a clear manner, demonstrate procedures and respond to questions.
- Knowledge and experience with complex medical and mental health needs.
- Knowledge of servant leadership concepts.

## **SUMMARY OF JOB DUTIES AND RESPONSIBILITIES**

### Administration and Documentation Duties:

- Residential, Day Program and Community Support Case Management supervision.
- Maintain daily process notes on Management activities and multi-system interactions.
- Oversee the Annual and Bi-Annual reports on participants are up to date.
- Review incident reports in collaboration with corresponding Director/ COO.
- Schedule and attend supervision meetings and planning meetings as required.
- When necessary, review and/or oversee the financial management of participant funds and maintain accurate records of such financial management in collaboration with Residential Support Case Management teams.
- Oversee the cumulative health care of the participant (including general practitioner, dentist, ear and eye specialists and psychiatrist appointments).
- Report at-risk participant activities verbally (including via telephone), and in writing to corresponding Director immediately after being informed by the Residential or Community Support Case Management teams.
- Oversee the development of individualized support plans for all residential and community clients and assist when necessary.
- Collaborate with Human Resources concerning staffing needs.
- Provide weekly updates to corresponding Director/COO concerning program changes and developments.
- Review all Residential units' income and expenditures with the Residential Management teams.
- Oversee the intake and referral process for Residential and Community Support divisions.
- Knowledge of the budget/per diem calculation process for all residential homes.
- Oversee the monthly billing for various Supported Independent Living programs.
- Oversee and ensure that all expenditures in the Residential and Community Support divisions are approved and in line with each programs budget.
- Participate in the licensing and renewal process for all residential homes.
- Ensure that the Residential and Community Support divisions are in compliance with Turning Leaf's Safe Work policies.
- Assist corresponding Director/COO with updating policies and procedures, when required.
- Conduct Residential audits of participants' homes and policies, implementing licensing procedures and file information.
- Develop a start-up guide for Turning Leaf's Residential homes in Saskatchewan.
- Participate in the provincial Basic Standards Review. Possess a strong understanding of the process and standards as outlined in the review. Attend all Basic Standards Review meetings with the ability to speak to all policy related questions around service.
- Source out and manage therapy services for the region.

- Oversee the Intake process for the region, including receiving and reviewing files and conducting amenabilities with the appropriate Case Manager.
- Engage stakeholders in the execution and support of treatment services.

#### Support Supervision Duties:

- Oversee that all participants' known diagnoses and symptomatic behaviour are recorded. Ensure support plans are developed to reflect the participants' mental health experience.
- In conjunction with the Residential and Community Support Case Management teams, engage participant in a process of goal setting, planning, and acquisition as it pertains to living safely and independently in the community.
- Assist Residential and Community Support Management teams in a process of safety plan development.
- Supervise and lead Management and Support team meetings (when appropriate).
- Oversee that participant support teams (CSW's, family members etc.) needs are addressed, pertaining to participant transitions, as necessary.
- Oversee and assist the planning and implementation of transition of participants to other programs within or outside of Turning Leaf.
- Oversee the implementation of recreation/leisure programs and the non-crisis/crisis management activities for participant as required.
- Supervise and schedule (as needed) Residential and Community Support Management.
- Oversee Payworks quality assurance for the region and ensure all time records submitted to the finance department are accurate.
- Act as a point of contact for the finance department for payroll questions and /or discrepancies.
- Employ a person-centered approach, work with Residential and Community Support Management to engage with their Support Workers on a regular basis.
- Provide training, as needed, to support workers, supervisors, and Case Managers in Residential and Community Support divisions.
- Assist Residential and Community Support Management with problem-solving around providing direct service to their participants.
- Provide direction to Residential and Community Support Management (re-direction and performance discussion when necessary).
- Perform Residential and Community Support Management performance reviews.
- Any other duties as assigned by Director/ COO.

#### **REGIONAL PROGRAM MANAGER BENEFITS**

- Salary paid
- Health Benefits immediately
- GRRSP Program (optional)
- Three weeks vacation
- Paid Wellness Time
- Bereavement and Compassionate Care Time
- Mileage and Expense Reimbursement (when applicable)
- Employee Assistance Program (EFAP)

## HOW TO APPLY

Please submit your detailed cover letter and resume to [careersk@tlservices.ca](mailto:careersk@tlservices.ca)