



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.

We are proud to be recognized as one of Manitoba's Top Employers of 2023. This honour distinguishes Turning Leaf as a leader in our industry, and as one of the top places to work in the province.

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.

New Hire Incentive Program: Full/Part-Time new hires will receive a \$200 bonus after six months of employment.

JOB SUMMARY

Turning Leaf Community Support Services Inc. Residential Support Services are designed to provide 24-hour, in facility, person-centered supports to adults living with an intellectual challenge or developmental disability. Reporting to the Residential Supervisor, the Residential Team Lead is responsible for aiding the Residential Supervisor with the day-to-day operations of the home.

Direct responsibilities include, but not limited to: providing Turning Leaf's Person-centered supports to adults living with an intellectual challenge, developmental disability and/ or mental illness who reside in one of Turning Leaf's residential facilities, providing leadership, training, developing, aiding with administrative duties, scheduling and supervising staff. As well as, ensuring the home operates in conjunction with provincial licensing and ensuring that the resident(s) needs are being met.

ESSENTIAL REQUIREMENTS

- Cover letter and updated resume
- 18 years of age or older
- Available anytime 40 hours p/week
- Clear Criminal Record Check with Vulnerable Sector Check, Adult Abuse Registry Check and Child Abuse Registry Check (no older than 3 months)
- Valid Standard First Aid / CPR Certification
- Minimum 2 years in a supervisory role
- Minimum 4 years related work experience
- Nonviolent Crisis Intervention and Vulnerable Persons Act Certification
- Completion of a Post-Secondary Education in Human Services (Certificate, Diploma or Degree) is considered an asset
- Three employment references

QUALITIES AND QUALIFICATIONS

Turning Leaf Residential Team Lead must possess the capacity to be aware of and control one's emotions. Moreover, Residential Team Lead's 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, every Residential Team Lead must possess experience with and skills in:

- Knowledge of behaviour modification, supportive communication, and the stages of change
- Experience working with individuals struggling with addictions
- Experience working with individuals with FASD, Schizophrenia, ODD, or acquired brain injury
- Excellent ability to write detailed reports
- 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 interact with all levels of personnel. Treat all with dignity and respect. Open and receptive to people's needs.
- Strong ability to communicate effectively with individuals presenting with a variety of communication abilities and limitations
- Experience effectively navigating through potentially high-risk situations through verbal de-escalation techniques, and the ability to stay calm in potentially high stress situations.

SUMMARY OF JOB DUTIES AND RESPONSIBILITIES

- Assist the Residential Support Supervisor in completing summary reports pertaining to participant's
 - Progress, medical records, goals, and financial planning
- Aid in maintaining files and records by insuring that staff are filling out and handing in necessary forms, and by personally completing program service records and medical service records.
- Aid in conducting weekly review of house budgets to ensure compliance with spending guidelines. Check house monies weekly.
- Aid in scheduling staff coverage in the group residences on a day to day basis. Arrange relief staff as necessary.
- Oversees the efficient and smooth operation of the residence
- Aid in providing on-site supervision of House staff. Trains House staff on the implementation of Turning Leaf's client centered support and behavioral programs.
- Aid in arranging day to day maintenance of the home as necessary.
- Aid in implementing an activity schedule that reflects the individual's personal choices. Ensures the resident has transportation to and from all activities (e.g., walking, use of a van, public transportation, etc.).
- Aid in developing a residential schedule that reflects needs/interests of individual and incorporates all elements indicated by the Agency. Provides on-going monitoring and updating of schedule.
- Assists the Residential Support Supervisor with the development of goals, goal protocols, and instructional and behavioral programs in conjunction with the psychologist or psychology associate.
- Ensures resident's hygiene and dress reflects community norms
- Monitors individual's monies within the residences
- Monitors, schedules and arranges transportation for medical and dental appointments as necessary. Ensures other assessments/evaluations (as determined by the RSCM) are completed in a timely manner.
- Provides crisis intervention in the group home when necessary. Provides coverage when relief staff are unavailable. Assist existing House staff with conflict resolution and problem-solving.
- Encourages and assists parents and other family members to participate and be fully involved in all aspects of the individual's life.
- To report any unusual occurrences to the Residential Support Supervisor and, when directed, a representative of all appropriate agencies. (e.g., Family Services or /and Probation Services)
- To assist and collaborate when applicable with any or all other collateral agencies as a representative of Turning Leaf Community Support Services Incorporated, in a professional manner.
- To inform the Residential Support Supervisor of any change in their status and disclose any conflict of interest (e.g., Driving record, upcoming obligations) that may compromise their position or effectiveness.
- To be available for training as requested
- To not use any physical force when working with a participant. Unless there is a present physical risk to the individual, or to another individual, including the service provider, physical restraint should never be used
- As required, to provide and implement behavior management strategies, training, and support in a non-intrusive, non-threatening, non-manipulative, supportive manner, in the least restrictive environment as is possible.
- Other duties as assigned

RESIDENTIAL TEAM LEAD BENEFITS

- Salary paid
- Enrollment in company corporate cell phone plan
- Health Benefits
- GRRSP Program (optional)
- Paid Wellness Time
- Three weeks Vacation
- Bereavement and Compassionate Care Time
- Employee Family Assistance Program (EFAP)
- Paid training (First Aid/CPR, NVCI, VPA, etc.)

HOW TO APPLY

Applicants can express their interest by submitting a cover letter that clearly demonstrates why they are the ideal candidate (cover letters must cite specific examples congruent with the posting requirements) along with their resume to careersmb@tsservices.ca We thank all applicants, but only those being considered for an interview will be contacted.

Turning Leaf Services is an equal opportunity employer that pledges to uphold a workplace culture of inclusion, diversity, compassion, and respect. Turning Leaf offers competitive salaries and excellent benefits and is committed to cultivating an environment where work-life balance is valued.