



## 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.

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

## JOB SUMMARY

Turning Leaf Support Services' IHS Support Division is designed to provide 24-hour, in facility, person-centered supports to adults (or individuals transitioning to adulthood) who are living with intellectual challenge, developmental disability and/or mental illness.

IHS Supervisors report directly to the IHS Clinical Case Managers and are responsible for overseeing the day-to-day operations of the home. Direct responsibilities include (but not limited to): providing leadership, training, developing, scheduling, and supervising staff, ensuring the home operates in

conjunction with provincial licensing, follows the agency policies and procedures, maintains the home's budget and ensuring that the resident(s) needs are being met.

The IHS Supervisor will participate in systems team meetings with collaterals alongside the IHS Clinical Case Manager when designing behaviour plans, will ensure the participant attends all necessary appointments that may include probation meetings, medication reviews, medical, therapy, day program, etc. Additionally, the IHS Supervisor will ensure that all critical information pertaining to the participants, or the home are reported directly to the IHS Clinical Case Manager.

## **ESSENTIAL REQUIREMENTS**

- Cover letter and updated resume
- 18 years of age or older
- Available 40 hours p/week (Full time)
- Clear Criminal Record with Vulnerable Sector Check (no older than three months)
- Valid Class 5 drivers license with a clear drivers' abstract is required.
- Valid Standard First Aid / CPR Certification
- Completion of a Post-Secondary Education in Human Services (Certificate, Diploma or Degree) is considered an asset.
- Minimum two years in a supervisory role
- Minimum four years related work experience
- 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, ARND, or ABI
- 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's IHS Supervisor must possess the capacity to be aware of and control one's emotions. Moreover, the IHS Supervisor must be able to handle interpersonal relationships judiciously, empathetically, and professionally while executing their responsibilities and providing Turning Leaf's person-centered supports. Additional required attributes include:

- Strong attention to detail and organization
- 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 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 people's needs
- Troubleshooting skills
- Ability to effectively present information in a clear manner, demonstrate procedures and respond to questions

- Strong ability to communicate effectively with individuals presenting with a variety of communication abilities and limitations

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

### Support to Individuals

- Provide support to individuals based on agency values of unconditional acceptance and empathy.
- Review support plan and financial plan with staff team on an ongoing basis.
- Ensure at all times that the provincial licensing legislation as well as any other provincial legislative requirements are being followed.
- Maintain up to date "Individual Participant File."
- Ensure that all medications are appropriately stored and monitored in accordance with licensing and provincial standards.
- Attend all participant team meetings with collaterals alongside the IHS Clinical Case Manager, acting as a representative of the house staff team.
- Engage in consistent programming planning.

### Leadership of Team

- Be a resource to staff – proactively identifying any issues or strengths and providing associated feedback for improvement or positive feedback.
- Complete and deliver employee performance reviews.
- Schedule and plan routine (Monthly) Staff Meetings.

### Scheduling/Financial

- Complete and post a schedule for all staff in the home(s) on a bi-weekly basis, ensuring the schedule adheres to all Employment Legislation and additionally to all Turning Leaf policies and contracts.
- Schedule staff coverage in the group residences on a day-to-day basis.
- Record of completed time sheets supplied in accordance with a Payroll Schedule.
- Maintenance of records reflecting use of household bank account (petty cash and groceries) to be kept and submitted in accordance with Month End submissions.
- Conducts weekly review of house budgets to ensure compliance with spending guidelines.

### Reporting

- Formal standardized written incident reports on participant's incident as defined by the province.
- Compile Weekly updates on a variety of topics relating to skills of daily living and the progress/concerns that arise for individuals being supported.

- Compile Monthly comprehensive summary report and participant progress notes to be submitted and reviewed with the HIS Clinical Case Manager/ Director of IHS.

#### Administrative

- Assists in maintaining personnel files and records.
- Assists in maintaining training files and record.
- Identify any staffing needs and report them to the IHS Clinical Case Manager.
- Participates in the recruitment, selection, and identification of support staff to join the residential team when needed.
- Performs household duties as needed, and report all repairs needed for the home to the agency Licensing Coordinator.
- Ensure the smooth operation of the residential home and that it is in compliance with Residential Care Licensing standards at all times.
- Other duties as assigned.

## **BENEFITS**

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

## **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 [careerssk@tlservices.ca](mailto:careerssk@tlservices.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.*