



## IHS SUPERVISOR JOB DESCRIPTION

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| <b>JOB TITLE:</b>  | Term IHS Supervisor                            |
| <b>DEPARTMENT:</b> | Intensive Home Supports                        |
| <b>REPORTS TO:</b> | IHS Clinical Case Manager                      |
| <b>HOURS:</b>      | 40 hrs p/week (FT)                             |
| <b>VACATION:</b>   | Accrue at 6%                                   |
| <b>BENEFITES:</b>  | GRRSP and Health Benefits Immediate Enrollment |

## JOB SUMMARY

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Turning Leaf Support Services' Intensive Home Supports Department 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. They will ensure that the participant attends all necessary appointments, which may include probation meetings, medication reviews, medical appointments, therapy sessions, day program commitments, and more. Additionally, the IHS Supervisor will ensure

that all critical information pertaining to the participant or the home is reported directly to the IHS Clinical Case Manager.

## **PRIMARY DUTIES AND RESPONSIBILITIES**

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### Support to Individuals

- Conduct amenability assessments
- 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 IHS 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

## **ESSENTIAL REQUIREMENTS**

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- Cover letter and updated resume
- 18 years of age or older
- Available anytime 40 hours p/week (Full time)
- Clear Criminal Record with Vulnerable Sector Check and Adult Abuse Registry Check (no older than six months)
- Child Abuse Registry Check (no older than three months)
- Valid drivers license with a clear drivers' abstract is required
- Valid Standard First Aid / CPR Certification
- 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 in fast-paced environment, supervising multiple people at same time (several staff on shift at once).
- Experience working with individuals struggling with addictions
- Experience working with individuals with FASD, Schizophrenia, ODD, ARND, or ABI
- Experience with a large schedule, so proficient at excel is an asset
- 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

## **EDUCATION**

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- Completion of High School or GED
- Post-secondary education in Human Services is considered an asset

## **REQUIRED ATTRIBUTES**

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- 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
- Ability to handle multiple projects and priorities in a professional and timely manner
- Ability to effectively present information in a clear manner, demonstrate procedures and respond to questions
- 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
- Strong ability to communicate effectively with individuals presenting with a variety of communication abilities and limitations

## SUPERVISION

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- Reports to IHS Clinical Case Manager

## How To Apply

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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 résumé to [careersmb@tlservices.ca](mailto:careersmb@tlservices.ca) **by Monday June 22 , 2026 at 4:00 PM**. Turning Leaf welcomes applications from people with disabilities.

Applicants with disabilities may request reasonable accommodation relating to the materials used and/or activities throughout the application and selection process. We thank all applicants, but only those being considered for an interview will be contacted.

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Turning Leaf Support Services is committed to fostering and upholding an inclusive workplace that reflects the diversity of the communities we serve, including Indigenous Peoples. We believe in creating opportunities for everyone to thrive by embracing diverse perspectives, experiences, and identities. We encourage candidates from Indigenous communities, minoritized groups, underrepresented groups, and all walks of life to bring their unique talents to our team.