

**Teme Augama Anishinabek
Job Description**

Position Home and Community Care Supervisor

Department Health Services

Position Reports To Health Manager

Employment Status Full Time

Hours 35 hours per week

Employment Type Permanent

Position Summary

The Home and Community Care Supervisor is responsible for coordinating and overseeing the delivery of home and community-based support services for Elders, individuals with chronic or acute health conditions, and community members requiring assistance to maintain their independence and wellbeing. The position provides day-to-day supervision of Home and Community Care employees, coordinates client services, supports case management activities, and ensures services are delivered in a safe, respectful, culturally appropriate, and client-centred manner. The Home and Community Care Supervisor works closely with community members, families, health professionals, and service providers to promote quality care and positive health outcomes.

Primary Responsibilities

Client Intake, Assessment and Care Planning – 30%

Receives referrals and coordinates intake processes for Home and Community Care services. Assists with client assessments in collaboration with nursing staff and other health professionals. Develops and maintains individualized service plans based on client needs, safety considerations, functional abilities, and personal preferences. Monitors client progress and participates in ongoing review and adjustment of care plans to ensure services remain appropriate and effective.

Service Coordination and Case Management – 30%

Coordinates the delivery of home and community-based services including personal care, homemaking, home maintenance, community support services, respite services, transportation supports, and referrals to additional health and social service resources. Ensures services are delivered in accordance with established program standards, policies, and procedures. Maintains regular communication with clients, families, service providers, and community partners to support continuity of care and timely resolution of service concerns.

Supervision and Team Coordination – 15%

Provides day-to-day supervision, leadership, guidance, and support to the Homemaker, Personal Support Worker, Home Maintenance Worker, and the Community Support Worker. Assists with employee orientation, training, scheduling, workload allocation, performance reviews, coaching, and employee development activities in collaboration with the Health Manager. Monitors employee performance, service delivery standards, and documentation requirements to ensure services are provided safely, respectfully, and in accordance with program requirements and organizational policies. Identifies staffing needs and performance concerns and provides recommendations to the Health Manager regarding recruitment, training, corrective action, and service improvements. Promotes teamwork, accountability, cultural sensitivity, and a positive client-centred approach to service delivery.

Monitoring, Quality and Advocacy – 15%

Monitors client outcomes, service quality, and program effectiveness through regular follow-up, documentation reviews, and client feedback. Conducts home visits as required to assess service quality, client satisfaction, and safety concerns. Advocates on behalf of clients to access additional services and supports when required. Supports infection prevention practices, confidentiality requirements, and safe work procedures.

Administration, Documentation and Collaboration – 10%

Maintains accurate client files, service records, statistics, and reports in accordance with organizational and legislative requirements. Assists with program planning, reporting, and continuous improvement initiatives. Participates in team meetings, case conferences, and community partnerships. Establishes and maintains positive working relationships with healthcare providers, hospitals, community agencies, and external service organizations to support coordinated service delivery.

Qualifications**Education and Experience**

Diploma in Nursing, Social Services, Allied Health, Community Services, or a related field. Minimum three (3) years of experience in home care, community health, case management, health services, or a related field. Minimum of 2 years experience providing supervision, coaching, mentoring, or leadership to employees or teams. Knowledge of chronic disease management, elder care, disability supports, community resources, and client-centred service delivery. Strong organizational, assessment, problem-solving, communication, interpersonal, and conflict resolution skills. Experience working with First Nation communities and knowledge of Indigenous health service delivery models is considered an asset.

Certifications, Licences and Requirements

Satisfactory Criminal Record Check including Vulnerable Sector Check.

Current First Aid and CPR certification or willingness to obtain. Valid Class G Driver's Licence and ability to be insured under the organization's vehicle insurance policy.

Physical and Sensory Demands

Work involves regular movement between office, community, and home environments. Duties may require occasional lifting of program materials, files, or equipment. The position requires sustained attention to detail, frequent interaction with clients and families, and the ability to respond appropriately to emotionally sensitive situations while maintaining confidentiality and professionalism.

Work Environment

Work is performed in office settings, client homes, and community locations. Regular travel within the community may be required. The position involves interaction with clients experiencing health, social, or personal challenges and requires flexibility to respond to client needs and service demands. Other duties consistent with the position may be assigned.

Health and Safety Statement

Teme Augama Anishinabek is committed to providing and maintaining a safe and healthy work environment for all employees, members, and visitors. All employees are expected to work in compliance with applicable occupational health and safety legislation and adhere to organizational policies, procedures, and safe work practices. Employees must report hazards, follow safe work guidelines, and actively participate in maintaining a culture of safety in all aspects of their duties.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____