

New

Ministry

Children and Family Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Program Supervisor

Requested Class

Supervisory Level

01 - Yes Supervisory

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

Provincial Campus-Based Care

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

The primary goal of this position will provide direct supervision and leadership to CYCW2's regarding best practice to ensure the current developmental and well being needs, of moderate to extremely emotionally and behaviorally challenged youth, are met in a collaborative team approach.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Service responsibilities

1. Act, model, train and lead program/staff in accordance with relevant legislation, Ministry mandates and Agency policies and procedures
2. Manage and supervise that the current developmental needs of children/youth in care are met by CYCW1's and CYCW2 by actively participating in either the development of an assessment and/or care.
3. Ensure staff provide for the safety, well-being and basic needs of the children/youth and providing care according to the Agency policy and procedures, licensing requirements, accreditation standards and best practice.
4. Directs and problem solves issues that arise regarding the provision of medical/dental/optical assessments and appointments, or transportation.
5. Resolves and directs any case management concerns that arise for children/youth that is consistent with Agency

policies, procedures, philosophy, goals and learning environment.

6. Oversee accuracy, confidentiality and safekeeping of Agency records

7. a) Supervise and direct the service delivery, evaluation and reporting/recording of assessments, interventions and develop and implement care plans and resolves inconsistencies as required with support of the multi-disciplinary team.

b) evaluate current practices, policies and procedures and bring forward modifications or revisions to Management team

c) create and develop form and templates, policies and procedures and implement as required

8. a) Develop and maintain respectful, cooperative working relationships with internal/external members of the multi-disciplinary team/stakeholders/families/community at large and share relevant information as required.

b) Network high fidelity relationships with internal/external members and mediate/resolve and reconcile concerns including directing program staff or adapting program needs.

9. Provide, direct, support and mentor staff's ability to utilize individual and group counselling techniques.

10. a) Direct and facilitate the multi-disciplinary team coordination of social programming, psycho -educational groups, trauma informed regulation activities, mindfulness activities, health education, recreational activities, cultural teachings and opportunities, and life skill development to support well being and short/long term goals.

b) Supervise and oversee designated staff implementation of above.

11. a) Chair and mitigate contentious service team meetings that address care recommendations/interventions and direct/advise staff regarding progress and modifications where required.

b) Facilitate coaching conversations to support staff

12. Liaise and mitigate with advocacy supports to ensure service providers are meeting the best interests of the child/youth.

13. Support, direct and mediate, if required, the effective use/implementation of individual client and community resources (ie. CSD, youth workers, addiction supports, animal therapy, extra-curricular sports/clubs)

14. Supervise and direct a safe workplace and follow OHS best practices

15. a) Lead, train and provide crisis prevention, de-escalation, behavior management support techniques and recovery practices as well as non violent physical restraint as required.

b) Approve/endorse or review restrictive procedures/incident reports and implement corrective action

c) collaborate in investigations with PRAT and Management Team

16. Collaborate with NACIS for after hour Intakes to Intensive care and health emergencies.

17. Assume Manager designate responsibilities and make decisions impacting the Centre when on call after hours.

18. Organize and orchestrate multi-disciplinary staff meetings.

Program Responsibilities

1. a) Ensure the safety, well being, social, emotional, physical, and basic needs are provided to the children/youth.

b) Assist or direct in resolving group issues or significant individual concerns.

2. Guide the staff provision of life space counselling/teaching moments to support youth in their daily events.

3. a) Assess, adapt and respond to the changing needs and behaviors of the children/youth in potentially volatile and hostile, trauma sensitive situations.

b) Support, debrief, review and promote modifications to practice

4. Assess risk and direct responses according to Agency policy and procedures, amend procedures in consultation with Management.

5. Ensure medication best practice is adhered to according to Agency policy and procedures and provide corrective action in consultation with Management.

6. Oversees all aspects of program delivery are adhered by staff, for clients including but not limited to gathering intake information, implementing individual care needs, progress reviews, discharge planning, clothing inventories, orientations

7. Maintain a safe, clean and therapeutic environment and arranges for provision or changes as required.

8. Oversee and direct daily paperwork, file management, household routines and basic operational of the program as required.

9. Collaborate and mediate with the multi-disciplinary team and internal/external stakeholders if conflict arises and

direct, support or advise CYCW's to address issues.

10. Support healthy family/client contact and the relevant sharing of information and resolve grievances.

11. Demonstrate safe practice and follow regulations for the operation of a motor vehicle in accordance to Agency policy and procedures.

12. Provide support for the effective implementation of self regulating techniques which may include appropriate dosing of sensory interventions and use of designated sensory rooms.

13. Analyze documented data collection and outcome measures.

14. Oversee the practice of conducting client satisfaction surveys.

15. Provide support or direct staff to ensure work is inclusive, collaborative, relevant and problem solve discrepancies.

16. Facilitate resolution if required, with Team Leaders of the program to provide consistent service delivery.

17. Mitigate concerns with shift scheduling and approve time.

18. Implement modifications to overall program or report and make further recommendation to Director or Manager in areas of care, physical needs of program or safety and security concerns.

19. Participate in recruitment and interviewing for the Agency.

20. Develop strategic plans in conjunction with Director and Manager

21. Fulfill Expenditure Officer duties

22. Act as a Commissioner of Oaths for the Agency

Problem Solving

Typical problems solved:

Under the general direction of an Director or Manager, the CYCW3 has considerable independence of decision making with respect to the provision of support, direction to and supervision of staff, in the performance of their duties, in keeping with established policies and procedures and maintaining safety and well being for vulnerable youth and well as overall safety of staff. This position carries a relatively significant degree of authority requiring only that unusual matters of significant issue, involving unusual incidents that may have impact on the safe and effective operation of the Centre, be brought to the attention of the Director or Manager for resolution assistance.

Types of guidance available for problem solving:

The position communicates daily with the Director or Manager to debrief, report and address information that directly impacts the functioning of the Agency on an operational, strategic, organizational cultural level and consolidate initiatives to respond to priorities and provide best outcomes.

Direct or indirect impacts of decisions:

In this environment, intuitive judgment is required to recognize risk behaviour that may, if not detected and addressed early, result in dangerous incidents. Team communication and collaboration is imperative so that multiple perspectives and interventions as per Agency policy and procedures can be implemented. The Program Supervisor, in consultation with the Director or Manager makes and implements decisions that impact the overall well being of the staff, youth , program and service delivery.

Key Relationships

Major stakeholders and purpose of interactions:

The CYCW3 supervises CYCW2 (Team Leader and/or Program Facilitator), Cook 1 (Houseparent), Rehabilitation Worker II (Recreation therapist) and may supervise CYCW1's including wage.

Required Education, Experience and Technical Competencies

Education Level

Diploma (2 year)

Focus/Major

Other

2nd Major/Minor if applicable

Designation

If other, specify:

Social Work

Job-specific experience, technical competencies, certification and/or training:

Degree or Diploma in Child and Youth Care/Social Sciences or related human service profession

- At least 5 years progressively responsible experience working with youth in group care or campus based setting
- Valid driver's license required
- All Mandatory training required for Accreditation Standards such Standard First Aid - Level C CPR/AED, Suicide Prevention, Non-Violent Crisis Intervention

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Creative Problem Solving	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	Each youth is unique and their care needs need to be designed to meet these unique needs. Ability to be creative in who to involve, how to address and ways to engage youth will be ensure to help youth on their healing path.
Drive for Results	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes and delegates responsibility for outcomes: <ul style="list-style-type: none"> • Uses variety of resources to monitor own performance standards • Acknowledges even indirect responsibility • Commits to what is good for Albertans even if not immediately accepted • Reaches goals consistent with APS direction 	Incumbent will assess youth (past trauma and current trauma responses) and work in collaboration with PCBC care team to achieve positive outcomes for youth.
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and 	Incumbent will need to build consensus on goals and care strategies across a multidisciplinary team both within the PCBC as well as with external professionals and guardian.

		collaboration <ul style="list-style-type: none"> • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	
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Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

_____ Employee Name	_____ Date yyyy-mm-dd	_____ Employee Signature
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_____ Supervisor / Manager Name	_____ Date yyyy-mm-dd	_____ Supervisor / Manager Signature
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_____ Director / Executive Director Name	_____ Date yyyy-mm-dd	_____ Director / Executive Director Signature
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_____ ADM Name	_____ Date yyyy-mm-dd	_____ ADM Signature
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_____ DM Name	_____ Date yyyy-mm-dd	_____ DM Signature
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