



## **EMPLOYMENT OPPORTUNITY (Non-Union)**

### **Open Position: Senior Staff Supervisor – Community Setting Temporary Full-Time**

#### **The Role:**

Reporting to the Manager – Community Services, this role will supervise Personal Support Care Workers (PSW) in assisting clients in a self-directed Support Service Living Unit for all aspects of daily living.

#### **Duties and Responsibilities:**

- Supervise and direct Staff in a unionized environment, including by not limited to scheduling, staff replacement procedures and ensuring performance expectations are maintained.
- Provide support and services to clients in a prompt, courteous and respectful manner ensuring Health and Safety of all parties involved including clients at all times.
- Actively participate in the documentation of clients' profiles and employee communication.
- Review daily Tenant Service Information Booklet and Staff Communication Book, document as required.
- Provide the necessary support to ensure PSW's communicate effectively as per PSW job description and department procedures.
- Maintain the confidentiality of all information related to the Agency, its Board of Directors, employees, and clients.
- Adhere to Participation House, Markham Health and Safety Policies and Procedures in accordance with the Occupational Health and Safety Act of Ontario.

#### **Skills and Abilities:**

- DSW or PSW Certificate.
- Previous experience supervising/managing people including scheduling and evaluating performance.
- First Aid, CPR and CPI certification required.
- Demonstrated working experience in working with residents with special abilities.
- Excellent multi-tasking and problem-solving abilities.

- Excellent customer service skills and ability to address issues in a professional and diplomatic manner.
- Excellent interpersonal skills are critical, to exert influence, resolve conflicts and develop constructive working relationships and consensus.
- Excellent computer skills
- Demonstrated excellent written and oral communication.
- Ability to meet the physical demands of the position.
- Current Vulnerable Police Clearance.
- Reliable vehicle required to travel between locations as needed.

**Hours of work:** Scheduled workdays are Monday-Friday 8:00 am-4:00 pm (flexible). This position requires the supervisor to be "emergency on call" on a rotational basis for evenings, nights and weekends every 4-5 weeks.

**Start Date: ASAP**

Please submit your resume along with cover letter to:  
Human Resources Department Fax: (905) 294-4471  
or email [careers@participationhouse.net](mailto:careers@participationhouse.net)

*Participation House Markham is an equal opportunity employer. We welcome diversity in the workplace and encourages applications from qualified candidates who reflect the diversity of the communities we serve. In accordance with the Ontario Human Rights, Accessibility for Ontarians with Disabilities Act a request for accommodation will be considered throughout the hiring process.*

*We thank all applicants however, only those selected for interviews will be contacted.*

Posted: September 7, 2022