

Intervenor Services Supervisor – Contract - six months

Are you a passionate professional, looking for a rewarding career with meaning and satisfaction where you make a difference in the lives of others? Are you looking for on the job learning, professional development opportunities, inclusive and supportive work culture, competitive salary and benefits? Join our team of dedicated professionals at the Canadian Helen Keller Centre (CHKC) providing affordable housing, training and intervenor services and supports to adults who are deafblind.

Our mission at CHKC is to empower the deafblind community through consumer driven services and opportunities that maximize independence. We value feedback from consumers such as “the day I contacted CHKC for the first time was the best thing I ever did”, and continually strive to exceed expectations.

We are looking for an Intervenor Services Supervisor – contract position to join our team who embrace our values of advocacy, respect, collaboration, professionalism and community. In return, we are committed to train, coach and invest in your behavioural and technical skills. If you have a positive attitude, and professional demeanor, we are interested in discussing together the opportunity of a fulfilling career at CHKC.

Position Summary

Reporting to the Intervenor Services Manager, the Intervenor Services Supervisor is responsible for supervising all intervenors at CHKC, as well as providing schedule and payroll related back-up support for the Intervenor Services Coordinator. In absence of the Intervenor Services Manager, they provide leadership and direction to the Intervenor Services portfolio. This position will be an addition to the current Intervenor Services team which consists of the Intervenor Services Manager, Intervenor Services Supervisor and Intervenor Services Coordinator and Intervenor Services.

Position Responsibilities

Supervision:

- Provides supervision and support for intervenor staff and ensures the effectiveness of their performance.
- Works collaboratively with the Intervenor Services Manager and Human Resources Specialist in hiring, orientation, supporting/mentoring and evaluation of staff.
- Ensures employee documentation is completed clearly, concisely, accurately and appropriately according to agency policies and employment standards act.
- Ensures new intervenors comply with requirements of the position (providing a vulnerable sector police reference check, clean driver's abstract, and having the proper insurance).
- Regularly checks- in with intervenors to ensure employee engagement and foster good working relationships.
- Provides concrete feedback to intervenors on a regular basis.
- Creatively looks for solutions to resolve issues and conflicts with the goal of improving the quality of intervenor services and intervenor job satisfaction.
- Completes yearly intervenor performance appraisals in collaboration with the Intervenor Services Manager as per yearly deadlines.



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- Provides guidance to intervenors who have performance related concerns and ensure that policies and procedures are adhered to.
- Maintains appropriate formal documentation for both positive and negative feedback in a timely manner.
- Facilitates and documents the resolution of issues when necessary.
- Plans and participates in multi-disciplinary meetings as required which include consumer specific meetings and team meetings.
- Reviews goals and performance regularly for own professional development and learning.
- Oversees, schedules and coaches placement students.
- Works Collaboratively with the Human Resources Specialist on various employee related issues, employee engagement and training programs.

Training and Mentorship:

- Coordinates and oversees the orientation of new intervenors ensuring they have an understanding of the role of an intervenor and the agency.
- Supports the development and review of orientation packages for intervenors.
- Coaches, leads and motivates intervenors.
- Supports the mentoring program for intervenors.
- Coordinates, implements, and evaluates training initiatives for intervenors including organizing intervenor team meetings, workshops, speakers, and external training events.
- Supports the development of intervenor related training.
- Sources and assesses appropriate training resources and subject matter experts.
- Identifies gaps in intervenor skill levels and implements strategies to improve both technical and behavioural competencies.
- Explores creative and practical solutions to address intervenor training issues in an effective and timely manner.
- Ensures intervenors have the necessary information, orientation and training to respond to emergencies.
- Maintains data on intervenor related training.

Intervenor Services Program and Quality Assurance:

- Fosters collaboration and teamwork within the intervenor services team.
- Identifies fee-for-service opportunities and forwards to the Intervenor Services Manager.
- Ensures availability and Employee Agreements are in place.
- Contributes to retention strategies for intervenors.
- Participates in team and staff meetings when necessary.
- Develops and maintains effective relationships with consumers and intervenors.



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- Develops effective relationships with staff across departments to ensure program delivery goals are met.
- Assists the consumer programs team in the coordination of consumers' support needs to ensure their health, safety, and welfare.
- Responds and supports intervenors in health and safety emergencies as needed

In the Intervenor Services Coordinator's absence,

- Generates and distributes an intervenor services schedule that is fair and equitable, appropriate to consumer requests and intervenor availability ensuring the master schedule is updated.
- Ensures the schedule recognizes the individual needs of consumers, and intervenor employment agreements, in a manner that is consistent with legislative and agency philosophy, policies and procedures.
- Supports revisions to the schedule, including sick and/or cancelled shifts, last minute requests, etc.

Payroll, Expenses and Information Management

- In the Intervenor Services Coordinator's absence, approves all intervenor hours worked, and prepares the payroll sheet documenting sick days, statutory holidays, vacation and other compensated absences, etc.
- Submits monthly expense reports and other relevant administrative reports and documents to the Intervenor Services Manager.
- Manages details related to Leaves of Absence.
- Maintains personnel files.
- Participates in the collection of data for MCCSS and other Agency related reporting.

Agency-Wide Expectations:

- Promotes and demonstrates CHKC's mission, vision and values within the workplace and in the community by having a positive and professional relationship with consumers, staff, volunteers, the Board of Directors and other organizations.
- Ensures a high level of communication, including face-to-face, with consumers and staff.
- Respects the privacy and maintains confidentiality of staff and consumers.
- Serves as a role model to others by demonstrating a respectful and positive attitude.
- Completes all agency required training.
- Participates in agency tours and information sessions and engages in public speaking from time-to-time.
- Seeks out professional development opportunities.
- Assists and/or participates in the planning and production of agency events as required, including celebrations, public awareness events and fundraising events and campaigns.
- Participates in relevant projects, working groups and committees with the prior approval of your supervisor/manager.



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- Ensures consistent implementation and adherence to approved CHKC policies and procedures.
- Participates in the orientation of new employees.
- Supports a positive, healthy and safe workplace.
- Works cooperatively with the Joint Health and Safety Committee (JHSC) to follow all relevant policies and protocols and ensure the health and safety of all staff.
- Supports and implements recommendations made by the JHSC.

* All other duties as assigned

Duration – six months from start date with a possibility of extension

Annual Salary - \$66,352 per year based on a forty hour work week

How to Apply

Contact: Nisha Parakat, Human Resource Specialist

Email: recruitment@chkc.org

Application Deadline: February 1, 2023

CHKC is an equal opportunity employer. We encourage applicants from all protected classes to apply. CHKC values diversity, equity, inclusion and compassion in the workplace.

We thank all applicants, however, only those considered for an interview will be contacted. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please advise prior to the interview if you require accommodation and we will make appropriate arrangements.

Website: <https://www.chkc.org>

Facebook/Twitter