UNION JOB DESCRIPTION

JOB TITLE:	Home Support Team Lead	**JOB DESCRIPTION NO.:**	C.NI.81703.002; C.CI.81703.001
CLASSIFICATION:	Home Support Services Supervisor	**GRID/PAY LEVEL:**	C31
COLLECTIVE AGREEMENT:	Community Subsector	**HSCIS NO.:**	81703
UNION:	HEU; UFCW	**JOB/CLASS CODE:**	81703A
PROGRAM/DEPARTMENT:	Home & Community Care	**BENCHMARKS (If Applicable):**	81703
REPORTING TO:	HCC Manager or designate		
FACILITY/SITE:	Home Support Sites Central/North Island		

JOB SUMMARY:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority, patient safety is a priority and a responsibility shared by everyone at VIHA; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Under the direction of the manager or designate, provides program support to Home Support through the coordination, implementation and evaluation of safe, effective and efficient workflow processes for community health workers and other designated staff. In conjunction with the Home Support Supervisor team, identifies staffing needs to ensure service demands are met. Organizes and implements the recruitment plan for Home Support. Uses technology to maintain a communication system with Community Health Workers (CHW) to ensure program needs are met.

TYPICAL DUTIES AND RESPONSIBILITIES:

1. Supervises staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels.

2. Reviews and analyses staffing levels to recommend new hires and regular postings for staff. Participates in recruitment, hiring and orientation of designated staff.

3. Organizes and participates in various meetings such as Return to Work and investigation of complaints. Works with other team members to support designated staff such as OH&S and HR.

4. Completes fact finding as required and participates in fact finding meetings related to designated staff.

5. Follows established communication processes to ensure timelines are met and that staff has program related information as required.

6. Liaises with clients to determine service satisfaction and identifies process improvement changes and potential solutions to the manager.

7. Processes leave requests by preparing information and documentation, and forwarding for approval.

8. Provides input to performance and evaluation of designated staff and forwards to the appropriate supervisor for completion.

9. Completes and maintains related records, reports and documentation as directed.

10. Completes and maintains equipment inventory and maintenance processes as required.
11. Carries out quality assurance activities and programs as directed.
12. Promotes adherence to safe practices and compliance with Work Safe BC regulations.
13. Performs other related duties as required.

QUALIFICATIONS:

Education, Training And Experience

Post secondary diploma in social services, health, communications, business or leadership Two years supervisory experience

Class V BC Driver's License

Experience working with wireless technology and computer based business systems.

Or an equivalent combination of education, training, and experience

Or other qualifications determined to be reasonable and relevant to the level of work

Skills And Abilities

- Demonstrates the ability to communicate effectively, electronically, verbally and in writing.
- Demonstrates the ability to work independently and as part of an interdisciplinary team.
- Demonstrates the ability to effectively use computer based systems in the completion of work.
- Ability to analyze and resolve problems.
- Maintain an organized working environment with clear records.