

**JOB DESCRIPTION: MANAGER**

Employee's name	Start date in this position
Rate of pay (start)	Reports to
Hours of work	

**OVERVIEW OF THIS POSITION:**

The manager oversees supports to a number of people served by Spectrum, and provides leadership to their teams. The position involves dealing with multiple stakeholders to ensure that each person is getting the support they need in a timely and effective way. Managers are the front line leaders at Spectrum, mobilizing people and resources to bring about positive changes in people's lives and help them achieve their goals. The position requires someone with a solid understanding of and commitment to Spectrum's vision, values and strategic plan. The manager is in regular contact with each person and their supports, with an eye to strengthening these relationships and building the person's capacity to lead their own life with support from family, friends and significant others. Managers play a critical liaison role at Spectrum, conveying our vision and values through their day to day interactions and bringing back input from teams to inform our planning efforts and contribute to continuous quality improvement across the organization.

**CORE COMPETENCIES:**

**Communication:** Communicate effectively, both orally and in written form; encourage open expression of ideas and opinions; effectively report results of completed work;

**Teamwork:** Provide effective leadership to teams; develop cooperation and collaboration between team members; provide opportunities for shared learning, reflection and renewal;

**Positive support:** Encourage the self determination of persons served; provide effective support to the person and network; demonstrate eagerness to acquire new knowledge and skills and a desire to continually improve performance and service outcomes;

**Problem solving:** Identify and resolve problems effectively by drawing on own knowledge and experience and enlisting other personnel and resources as needed; makes wise decisions based on thoughtful consideration of relevant variables and input from others as appropriate;

**Reliability:** Demonstrate a high level of dependability and follow through in all aspects of the job; set goals and priorities and accomplish work within established timelines

## RESPONSIBILITIES:

### Team leadership and development

- Communicate a team vision that guides the activities and interactions of team members
- Recruit and develop new team members
- Ensure team members are thoroughly trained for their role
- Provide regular feedback to team members, including annual performance reviews
- Be familiar with each staff role sufficient to support those in the role and fill in as needed
- Identify gaps in the team's composition, knowledge or skills, and enlist support / resources to address gaps
- Monitor the team's performance in relation to service expectations and the stated goals of persons served
- Organize and lead team meetings
- Attend other meetings and training as needed and participate as a contributing member of Spectrum's leadership team

### Person-centred planning

- Ensure that each person has a planning process that works for them; arrange meetings as needed
- Maintain documentation of planning meetings and provide updates to stakeholders as needed
- Ensure that the person's vulnerabilities, including any risks to the person or their supports, are understood by those who need to know and that effective safeguards are in place
- Be familiar with the key elements of person-centred planning; enlist support as needed to facilitate good person-centred planning:
  - ) *The person is at the centre*
    - *the person is consulted throughout the planning process*
    - *the person chooses who to involve in the process*
    - *the person chooses the setting and timing of meetings*
  - ) *Family members and friends are partners in planning*
  - ) *The plan reflects what is important to the person, their capacities, and what support they require*
  - ) *The plan results in actions that are about life, not just services, and reflect what is possible, not just what is available*
  - ) *The plan results in ongoing listening, learning, and further action*

(Sanderson, 2000)

### Administrative

- Ensure compliance in Spectrum's services with applicable policies and procedures
- Complete all applicable monitoring and reporting requirements
- Ensure that the person's Support Plan and supporting documents are kept up to date (health care plans, behaviour support plans, record of medical appointments, etc)
- Monitor health and safety and ensure that any concerns are addressed promptly
- Manage the staff schedule and ensure that the team has enough trained staff (permanent staff and relief pool)
- Review and approve timesheets for payroll; complete reporting according to payroll schedule
- Maintain petty cash system
- Maintain emergency equipment and supplies (fire extinguishers, smoke detectors, first aid kits)
- Arrange for repairs and maintenance as needed (household, vehicles, equipment)
- Arrange for in-service training for staff and teams as needed (professional supports, Mandt)
- Resolve any stakeholder concerns promptly, seeking guidance or assistance as needed



**EDUCATIONAL AND TECHNICAL REQUIREMENTS:**

Certificate, diploma or degree in social sciences, or relevant leadership experience  
 Computer literacy (email, internet usage and web-based applications).

**OTHER POSITION REQUIREMENTS:**

Compliance with the “Requirements for Employment” as outlined in the Society’s Personnel Policy and Procedures Manual and as outlined below  
 Mandt certification required within six months of hiring  
 Criminal records search required upon hiring and every five years thereafter  
 First aid certification required upon hiring and to remain current throughout employment  
 Excellent written and spoken communication (in English).  
 Excellent stress management and interpersonal communication skills.  
 Excellent time management and organizational abilities.  
 Proven ability to work independently.  
 Two-year commitment to the position.

\_\_\_ Driver’s license (check if applicable)      \_\_\_ Class 4      \_\_\_ Class 5

**If a driver’s license is required, the employee must submit a driver’s abstract upon hiring and upon subsequent driver’s license renewals. The employee must inform H/R of any changes to his/her driver’s license or any driving infractions.**

\_\_\_ Use of personal vehicle (check if applicable)

**If use of a personal vehicle is required, the employee must maintain adequate insurance coverage as outlined in the Society’s Policy and Procedures Manual. The employee must submit a copy of his/her vehicle insurance and registration to H/R upon hiring and upon subsequent insurance renewals. The employee must inform H/R of any changes to his/her vehicle insurance or registration.**

\_\_\_ Other requirements: specify –

EMPLOYEE SIGN TO ACKNOWLEDGE UNDERSTANDING AND ACCEPTANCE OF THE TERMS OF THIS JOB DESCRIPTION:	DATE:
SIGNED BY HUMAN RESOURCES:	

**Original: to employee’s file**

**Copy: to employee**