



Residential Services Supervisor

Community Connections Inc. is a non-profit organization based in Summerside, PEI, dedicated to providing employment, residential, and support services to adults with disabilities. With a focus on individuals with intellectual disabilities, our mission is to empower clients to achieve their full potential, access community resources, and participate meaningfully in society. Our employees play a critical role in fostering meaningful relationships with the individuals we serve and supporting their independence and well-being.

The **Residential Services Supervisor** is a dedicated and experienced professional responsible for overseeing the delivery of high-quality residential programs for individuals with intellectual and developmental disabilities. This role provides leadership, direction, and support to Residential Coordinators while ensuring the physical, emotional, social, vocational, and health needs of clients are met. The Supervisor ensures that clients exercise their right to live independently and are empowered to achieve full self-determination. This position is responsible for overseeing care plans, ensuring their implementation, monitoring their effectiveness, and providing necessary support to employees, clients, and their families.

Key Responsibilities:

- Promote and uphold the vision, mission and policies of Community Connections Inc. and the people it supports.
- Research, develop, implement, and evaluate programs that reflect the needs of clients, staff, and the organization.
- Manage key service areas, including:
 - Service delivery standards,
 - Client management plan implementation and reporting,
 - Community involvement and integration,
 - Individual financial management,
 - Vocational programs
- Provide leadership to staff working with adults with developmental disabilities, complex behaviors, medical needs, and those requiring personal care.
- Maintain regular communication with parents, caregivers, AccessAbility Support Workers, and healthcare professionals.
- Develop and implement risk management and crisis response plans to ensure the safety of clients.
- Ensure that all residential staff understand and adhere to program policies and service delivery standards.
- Monitor performance of direct reports, provide supportive feedback, and foster a culture of accountability.
- Ensure effective internal communication through team meetings, walk-arounds, and digital correspondence.
- Lead and participate in various meetings with multi-disciplinary teams to contribute to continuous quality improvement.
- Prepare internal and external reports, ensuring that activities align with budgetary guidelines.
- Oversee adherence to health and safety policies, ensuring safe work practices are implemented.
- Maintain accurate client records and reports using appropriate information technology systems.
- Act as a role model for staff, provide coaching, supervision, and training.
- Ensure compliance with the UPSE Collective Agreement and best labor relations practices.
- Provide guidance, problem-solving, and decision-making to maintain the safety and well-being of individuals supported, as well as to assist the coordinators and front-line staff in addressing any critical situations.
- Provide On-Call support in a rotating schedule to address urgent staffing needs outside regular business hours.

Qualifications:

- Degree in a related social services field and/or diploma in social services with extensive continuing education.
- Minimum of three (3) years in a supervisory/ leadership role
- Experience working with disability support funding and medical complexity is considered a strong asset.
- Experience in preparing reports, generating data and developing client case plans.
- Direct experience supporting adults with disabilities, complex behaviors, medical needs, and personal care.
- Strong leadership skills with the ability to mentor, engage, and support employees.
- Excellent decision-making, time management, and communication skills.
- Proficient in Microsoft Word, Excel, and Outlook.
- Valid CPR and First Aid certification is considered an asset.
- Clear Criminal Record Check and Vulnerable Sector
- Clear Driver's Abstract.

Salary: \$55,684 - \$66,405 per year

Benefits: Comprehensive Group Insurance, Substantial Pension Plan Match, Flexible Scheduling

To explore this career opportunity with Community Connections Inc., please submit your cover letter and resume by email to hr@ccpei.ca or in person at 701 Water Street West, Summerside.