

Job Class Profile: Co-operative Apartment Supervisor**Pay Level: CG-35 Point Band: 766-789**

| Factor | Knowledge | Interpersonal Skills | Physical Effort | Concentration | Complexity | Accountability & Decision Making | Impact | Development and Leadership | Environmental Working Conditions | Total Points |
|--------|-----------|----------------------|-----------------|---------------|------------|----------------------------------|--------|----------------------------|----------------------------------|--------------|
| Rating | 4 | 5 | 2 | 6 | 4 | 5 | 5 | 5 | 2 | |
| Points | 187 | 83 | 13 | 29 | 120 | 108 | 103 | 107 | 21 | 771 |

JOB SUMMARY

The Co-operative Apartment Supervisor performs supervisory and rehabilitative work in supervising the operations of co-operative apartments under a Residential Support Board. Responsible for delivering programs and services, in accordance with policies and procedures set forth by the Board, supervising staff and participating in the development, implementation and monitoring of resident individual program plans.

Key and Periodic Activities

- Develops, implements and monitors resident program plans in conjunction with the Program Committee. Completes all documentation required by policy and procedure related to resident care and program delivery.
- Supervises the operation of the co-operative apartment including assigning work to staff; ensuring adequate staffing levels; and ensuring the property is maintained in a safe and acceptable condition.
- Assists in the budget development for an assigned unit; maintains all financial records, approves and monitors expenditures and is responsible for petty cash.
- Performs staff evaluations and participates in the staff recruitment process; prepares payroll and attendance documentation for Human Resources.
- Co-ordinates all aspects of resident care including visits to physicians; monitors residents health and reports illness to appropriate health care professional; ensures diets and diet plans meet the needs of the residents.
- Interacts with multi-disciplinary professionals and external organizations involved in resident care such as employment agencies, health care professionals, Health and Community Services, etc.
- Performs property management and maintenance including responsibility for the care and security of facility assets; liaises with landlords on property issues; conducts regular inspections of households and identities and reports hazards.
- Completes annual inventory of all equipment and major household items.
- Attends training courses and seminars.
- Attends Residential Support Board and senior management meetings as required.

SKILL

| Knowledge |
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| <p>General and Specific Knowledge:</p> <ul style="list-style-type: none"> — First Aid and CPR. — Non-violent Crisis Intervention. — Budget management. <p>Formal Education and/or Certification(s):</p> <ul style="list-style-type: none"> — Minimum: 2 Years post-secondary education in the field of Psychology or Social Sciences. — Criminal Record Screening Certificate. <p>Years of Experience:</p> <ul style="list-style-type: none"> — Minimum: 1 year experience working with individuals with developmental disabilities in a co-operative apartment model. <p>Competencies:</p> <ul style="list-style-type: none"> — Budget development and monitoring. — Supervisory ability. — Computer skills. — Report writing. — Presentation skills. |
| Interpersonal Skills |
| <ul style="list-style-type: none"> — A range of interpersonal skills utilized including listening to information from the Program Committee regarding individual program plans; presenting information and progress reports to the Committee and Residential Support Board; asking questions to gather information; providing routine and complex information and direction to relief workers and gaining the co-operation of others to complete work, address issues and solve problems. — Interaction occurs with co-operative apartment relief workers, residents, supervisors and managers, social workers, behaviour management specialists, physicians and external agencies including Health and Community Services and community employment agencies. |

EFFORT

| Physical Effort |
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| <ul style="list-style-type: none"> — Work demands do not typically result in fatigue, requiring periods of rest. — Minimal lifting and moving is required. — Work involves sitting at a computer to perform administrative work including budget development and monitoring, payroll and attendance as well as to complete all documentation related to resident care and program delivery. — Standing, walking and driving are required to conduct regular inspections of households. — Fine finger or precision work is required to perform administrative work including budget development and monitoring, payroll and attendance as well as to complete all documentation related to resident care and program delivery. |
| Concentration |

- **Visual** concentration is required to perform administrative work including budget development and monitoring, payroll and attendance as well as to complete all documentation related to resident care and program delivery.
- **Auditory** concentration is required to interact with co-operative apartment relief workers, program committee, external organizations, multi-disciplinary professionals and to co-ordinate all aspects of resident care.
- **Alertness for the health and safety of residents** is required as part of supervising the operations of co-operative apartments.
- **Time pressures and deadlines** exist to conduct regular inspections of households and to co-ordinate all aspects of resident care.
- Eye/hand co-ordination is required to operate a computer.
- **Exact results and precision** are required to maintain all financial records and monitor expenditures including petty cash; to complete all documentation required by policy and procedure related to resident care and program delivery; to ensure diet plans meet the needs of residents and assist in budget development for an assigned unit.

Complexity

- Work involves a series of tasks and activities which are different but related to supervising the operation of a co-operative apartment including delivering programs and services, supervising staff and participating in the development, implementation and monitoring of resident program plans.
- Typical challenges relate to the supervision of staff, maintaining financial records, co-ordinating all aspects of resident care as well as the care and security of facility assets.
- References available to address typical issues include co-operative apartment policies and procedures as set forth by the Board, collective agreements, Occupational Health and Safety Act and Regulations and the individual program plans designed for each resident.

RESPONSIBILITY

Accountability and Decision-Making

- Work is performed with considerable independence, under the direction of the Manager of Residential Services, or a manager assigned responsibility for specific co-operative apartments. Work is reviewed through observation and evaluations of results achieved.
- Independently maintains all financial records; approves and monitors expenditures including purchasing and petty cash and ensures that diet plans meet the needs of the residents. Responsible for delivering programs and services, supervising and scheduling staff, approves leave and participates in the development, implementation and monitoring of individual resident program plans.
- Supervisory approval would be required to change resident individual program plans; to resolve property management issues and for any changes in policy or procedure.

Impact

- Results of work tasks and activities are directly felt within the co-operative apartments and throughout the respective Residential Support Board.
- Resources impacted include finances, facilities, processes and systems, material and human

resources.

- Consequences of mistakes or errors are directly felt within the co-operative apartments and throughout the respective Residential Support Board as responsibility includes supervisory and rehabilitative work required for the operation of a co-operative apartment.
- Consequences of mistakes or errors may have negative impacts on finances, facilities, processes and systems, material and human resources as well as on the residents.

Development and Leadership of Others

- Responsible for supervision of a medium size work group (5 to 10 employees).

WORKING CONDITIONS

Environmental Working Conditions

- No special precautions or safety equipment required.
- Limited to no likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures, injuries or occupational illness resulting in partial or total disability.
- Exposure to computer glare when performing administrative work.
- Occasional travel is required to conduct regular inspections of households.