



Client Care Supervisor – Home Services

Reports to: Executive Director

Position Overview:

The Client Care Supervisor - Home Services, connects community-based clients with SFCSC in-home services, including Volunteer Visiting Hospice and Palliative Care and the In-Home Help and Respite programs. Using knowledge of seniors and healthy aging and end-of-life care, the Supervisor conducts client intakes and/or refers Regional Care Coordinators, assesses needs using a person-centered compassionate approach, and matches clients to the most appropriate available services.

The Supervisor provides supervision and support for in-home resources, including onboarding, training arrangements, scheduling and ongoing support for program volunteers and staff. The Supervisor maintains communication with clients, staff, and volunteers, and completes required administrative tasks to meet program needs.

As a member of the leadership team, the Client Care Supervisor participates in meetings, supports direct reports, and completes month-end billing and time reconciliation. The Supervisor also helps promote services and collaborates with external partners from other community organizations.

Responsibilities:

- **Facilitate client onboarding for SFCSC in-home programs** by completing intakes, required referrals and information gathering (including home visits when needed). Build a genuine, professional rapport with clients, assess needs within SFCSC scope, develop/participate in care planning with the client and circle of care, communicate service availability/timelines and follow up to ensure satisfaction and support issue resolution and barrier reduction.
- **Coordinate and oversee appropriate service matching across in-home programs**, including hospice and palliative care volunteer visiting and in-home help/respite. Provide clear client care instructions to program resources delivering services, collaborate with SFCSC resources, including the Compassionate Care Coordinator on care plans and volunteer/client needs, and monitor changes in client needs and resource availability. Refer to other internal programs as appropriate.
- **Supervise and support in-home staff and volunteers delivering services.** Ensure consistent onboarding, role-specific training, and completion of agency/program requirements prior to client matching. Provide ongoing guidance, check-ins, group supports, recognition, and continued learning opportunities; address client-related concerns (including emotional needs) and escalate as appropriate. Monitor staff performance, provide feedback, and complete annual performance evaluations.
- **Maintain effective communication and documentation.** Communicate regularly with clients, staff, volunteers, and colleagues; complete accurate case notes; maintain privacy and

confidentiality in alignment with SFCSC policies and PHIPA; and maintain complete, compliant physical and electronic files.

- **Support the maintenance of client data management and workflow systems**, including but not limited to NesdaTrak and Caredove referral monitoring. Support implementation and upkeep of new/improved systems that strengthen workflows, and routinely audit data/files for quality and compliance.
- **Collaborate with appropriate community partners and referral sources**, including those within the Frontenac Lennox and Addington Ontario Health Team (FLA OHT) such as hospital discharge planners, Ontario Health at Home and Regional Care Coordinators and community-based hospice care to contribute to program growth. Participate in community meetings as requested to share SFCSC program information, strengthen partnerships, and support service quality.
- **Monitor program performance, service quality and client experience** by routinely surveying clients, reviewing complex situations with program coordinators, addressing gaps in care with internal and external partners.
- **Complete required program administration and reporting**, including visit logs, profile and billing verification, month-end client billing entries, timesheet reconciliation/approvals (including payroll and provider timesheets) and incident reporting. Provide monthly program reports including service statistics. Collect data to support benchmarks and metric, administer client satisfaction surveys, and provide summaries.
- **Support continuous improvement and procedure management** by ensuring program operating procedures remain current and aligned with best practices; liaise with Hospice and Palliative Care community resources and sector partner tables to support standardization where appropriate; and ensure procedure updates are clearly communicated to staff and volunteers.
- **Contribute as an engaged SFCSC leadership team member** by participating in regular leadership meetings, provide routine reporting to the Executive Director and provide relief coverage for the Client Care Supervisor – Adult Day Program/CSS Programs. Co-facilitate monthly client care program staff meetings, lead by example, demonstrating professional work habits.
- **Participate actively in staff meetings activities and committees.** Actively participate as an SFCSC team member, contributing to a positive culture and practice compliance with safe work protocols. Participate in Wellness Committee initiatives, staff meetings and training opportunities.
- **Maintain active professional development** (including completion of the HCPO Hospice Volunteer training curriculum as required), develop annual goals and metrics with leadership, and complete other duties or projects as assigned. Actively participate in training and development to best support the position within the organization.