



Client Engagement Supervisor (Intakes and Home Help)

Reports to: Executive Director (or Manager delegate)

Position Overview:

The Client Engagement Supervisor coordinates the intake, assessment and transition of seniors into Southern Frontenac Community Services ("SFCSC") community care programs. Using knowledge of healthy aging and end-of-life care, the Supervisor takes a compassionate, person-centred approach to identifying client needs, matching clients with appropriate internal services and initiating referrals to Regional Care Coordinators or other community partners when required.

The Supervisor communicates program capacity and relevant client information to internal and external partners, provides program leaders with client care guidance, and monitors clients for follow-up and reassessment. The role also supervises in-home staff, supporting onboarding, training coordination, scheduling and continued support and performance feedback, while completing the administrative duties required for effective program delivery within SFCSC's scope of practice.

Responsibilities:

- **Be a liaison with external community services partners** for new client referrals within the Frontenac Lennox and Addington Ontario Health Team ("FLA OHT"). Communicate regularly with any referral or partner agency or programs including (but not limited to): hospital discharge planners, Ontario Health at Home, SMILE, ICART and the Regional Care Coordinators. Deliver presentations about services as requested.
- **Facilitate new client intakes.** Provide a main point of contact for new or returning agency clientele. Oversee incoming referrals and facilitate a warm introduction to the program staff to ensure a smooth transition for caregivers and program participants. Provide program space tours to potential new clients and introduce family members to SFCSC supports and activities. Collaborate with the Program Supervisors or Coordinators to provide a seamless transfer into program staff care and/or enlist additional external resources.
- **Supervise the In-Home Services.** Onboard new clients to the program, appropriately explaining services and assessing their needs at home. Assist to onboard new home help and respite employees, improving training opportunities and scheduling initial clients within availability. Match the client needs to the most appropriate employee to deliver services. Monitor the service plans and seek feedback from clients regarding services. Provide performance feedback to in-home staff and seek program quality improvement.
- **Provide supervision and performance support to the Program staff.** Monitor service delivery and/or assist with solutions to support individual client needs and increase participation or benefits

for the client and the family members. Monitor direct report staff performance, provide feedback, and complete annual performance evaluations. Raise human resource concerns to management as required. Collaborate with the Programs Supervisor or other staff to maintain client monitoring and family engagement as required.

- **Provide oversight to client data management systems**, including NesdaTrak client management system and vendor communications. Monitor CareDove for incoming referrals. Support the maintenance of SFCSC data residing on public referral platforms, working with AccessCSS resources. Monitor SHIP to adjust client service delivery as necessary. Support the maintenance and improvement of system workflows. Maintain and audit physical and electronic client files in compliance with PHIPA. Implement best work practices for entering and maintaining data.
- **Provide client care instructions to the program coordinators** in relation to facilitating services of new client referrals to the organization. Support the design of program activities, as needed, to meet client-specific needs. Collaborate with staff to monitor ongoing progress of the clients and address gaps in care, working with community care partners as necessary.
- **Participate in community or network meetings** as requested to share SFCSC program information with care partners and/or increase program quality. Build positive, professional connections within the community and with care partners to best facilitate client care. Ensure current seniors program procedures remain relevant to client care in accordance with best practices. Liaise with Ontario Health partner program tables to increase standardization of resources as appropriate. Ensure new/updated procedures are clearly communicated to staff and volunteers.
- **Prepare service and client statistical data to report regularly** to the Manager. Support the building and maintenance of data collection activities as necessary to support benchmark metric building. Report and monitor wait list status for Ontario Health seniors' programs. Facilitate the distribution of a client satisfaction survey to benchmark and monitor service satisfaction levels and prepare summaries for the Manager.
- **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 Programs Supervisor. 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.
- **Actively participate in training and development** to best support the position within the organization. Seek out education opportunities to address any knowledge gaps and further support the changing needs of the organization. Develop annual deliverable goals and metrics in collaboration with the Manager and/or Executive Director. Participate in other duties or projects that may be assigned from time-to-time.