



## Employment Opportunity

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**Position Title:** Community Health Worker Supervisor

**Classification:** Level 2 (LPN)

**Department:** Home Support

**Worksite:** 2723 Quadra Street

**Remuneration:** BCNU Wage Grid

**Start Date:** As soon as possible

**Position Number:** 2018-161

**Hours of Work:** Rotation – 9 Week – Line 6

**Status:** Regular, Full-Time

**Posting Period:** Until filled

**Union:** BCNU

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### JOB SUMMARY:

Do you have a passion for community health nursing and leadership? Are you a self-starter who brings creativity, knowledge, expertise and new ideas to work every day? Do you enjoy being stimulated in an exciting, dynamic and fast-paced environment providing expert support to clients and community health workers? Then we have what you are looking for!

Beacon Community Services is an award-winning and accredited not-for-profit organization that helps people and improves lives through a range of program and services as the sole provider of home support care in greater Victoria and the outer Gulf Islands.

Our Community Health Worker Supervisors utilize a high level of critical thinking and nursing experience to support the delivery of compassionate, efficient, and quality Home Support care in partnership with the Island Health Authority.

We offer a competitive salary, comprehensive benefits package and a rewarding, stimulating work environment.

Reporting to the Home Support Manager, this position provides support and education to our community health workers and is part of our leadership team.

### DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service to Community Health Workers, clients, families and partners (i.e. Health Authority).
- Provide support, supervision and monitoring of Community Health Workers (CHWs) by providing education, training, guidance and follow-up on care delivery to clients.

- Providing information, insight and teaching to CHWs on client care plans, delegation of tasks and related education and teaching. This may occur from an office environment or in the client home.
- Respond to client and CHW feedback related to the delivery of home support services, making appropriate recommendations or taking action if necessary.
- Assist clients and CHWs by providing on-site training and evaluation appropriate to client needs.
- Provide initial home visits to clients and families; support ongoing clinical needs thereafter
- Support clients, employees and health authority in a dynamic and high-paced call center
- Develop, implement and update individual care plans
- Maintain pertinent professional client and employee documentation, including computer records
- Initiate and participate in performance management in consultation with leadership
- Maintain up-to-date knowledge of relevant policies and procedures
- Partnering with home support schedulers and CHWs in the delivery of care
- Visit and support clients in their home
- Prepare and participate in client care conferencing
- Support our safety culture by investigating, recording and reporting incidents, accidents and near misses, and implementing corrective actions as appropriate for both client and employee related incidents
- Follow all related due diligence requirements as a Supervisor; including WorkSafe BC Regulations and duties as a supervisor
- Perform other related duties as assigned

#### **QUALIFICATIONS:**

- Full scope LPN Diploma
- Current CLPNBC Registration
- Valid BC Driver's License and a reliable vehicle
- WHMIS Certificate
- Able to effectively use a computer and electronic devices
- Clear Police Criminal Record Check and Solicitor General's Criminal Record Check

#### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Strong knowledge of computer applications, data entry and keyboarding skills
- Strong organization and time management skills
- Ability to effectively communicate both verbally and in writing
- Ability to communicate with clients, clinicians and CHWs
- Ability to problem-solve and deal with conflict resolution
- Ability to multi-task and problem solve in a call center environment
- Ability to support, supervise, guide and mentor HCA/CHWs in the delivery of quality care
- Ability to establish and maintain positive working relationships and participate effectively as a team member

## ABOUT OUR BENEFITS:

- At Beacon, we're committed to supporting the well-being of our staff and their families.
- All our staff are invited to enjoy our annual Staff Appreciation Dinner and to join in fun activities such as Beacon's workplace community fundraisers, BBQs, or other events. We hold training sessions on various topics and offer access to a robust library of online materials on topics for work, general interest or to support well-being.
- Our Regular staff also receive a comprehensive benefits package — including extended health and dental care plans and employer contributions toward retirement.

### **WE LIVE SAFETY!**

The safety of our clients, staff and volunteers is a priority of Beacon Community Services. We promote healthy and safe working conditions in all of our operations. We are committed to continuously improving safety and *it is essential to this position*. We further support safety through the active participation and co-operation of management, supervisors, workers and joint occupational health and safety committees.

## APPLICATIONS:

All interested applicants can [Apply Now!](#) quoting the position vacancy number 2018-161

. Please note only those applicants who are selected to continue in the recruitment process will be contacted.