



AMENDED
CLASSIFICATION DECISION

Position Title:	Supervisor, Whitehorse Emergency Shelter
Department:	Health and Social Services
File Number:	109653

Evaluation Result:	SS16
Effective Date:	July 18, 2019
Evaluation Date:	November 19, 2019

Group Allocation Rationale:	SS – Supervises programs and service delivery at the Whitehorse Emergency Shelter (WES).
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Points Summary

Knowledge and Skills	Mental Demands	Accountability	Working Conditions	Total Points
184	61	70	9	324

KNOWLEDGE AND SKILLS

E 1 Y Low	Requires a depth of specialized knowledge not exceeding the beginning of full competence in the specialized professional field.	<p><u>Somewhat similar to SS16a – Social Worker, YH RTP</u>, who provides treatment under the clinical supervision of a psychologist.</p> <p><u>Weaker than SS19a – Supervisor, Treatment Services</u>, who requires a depth of specialized knowledge along with operational management and community development skills.</p>
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MENTAL DEMANDS

D 3 i	(high) Requires strong problem solving to provide guidance to staff on a variety of issues, not all of which are familiar, and develop, implement, and evaluate day-to-day operational systems and processes.	<p><u>Somewhat similar to AR17a – Manager, Motor Vehicles</u>, who requires judgement when representing Yukon at the national level, and where strong problem skills are required to deal with the range and variety of issues that are encountered in the testing and licencing of individuals, the registration of questionable vehicles, the imposition of remedial measures, and in ensuring data and system integrity.</p> <p><u>Stronger than ST14a – Conservation Officer</u>, where judgement is limited by the legislation and established program policies, guidelines, and priorities. Although situations are unique, they are in familiar areas and a limited range of solutions exists for dealing with them. Sensitive and complex issues are referred to others.</p> <p><u>Weaker in Problem Solving than SS19a – Supervisor, Treatment Services</u>, where evaluative thinking is required to develop/modify programs and standards to meet the varied needs of clients and evolving approaches to treatment, provide clinical supervision in the assessment and treatment of clients and develop training on core competencies for counsellors.</p>
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ACCOUNTABILITY

D 1 S		<p><u>Somewhat similar to AR15a – Manager, Communications</u>, who provides advice and counsel of a strategic nature to senior managers, directors, and the DM, and has a strong influence on the ability of the department to effectively communicate its policies,</p>
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High	Decisions impact the physical and emotional wellbeing and safety of vulnerable persons with complex care needs, as well as the safety of front-line staff.	<p>priorities, programs, and initiatives. Impacts public and stakeholder perception of the management of Yukon's environment and biological resources.</p> <p><u>Stronger than ST15a – Corrections Nurse</u>, where nursing decisions have a direct impact on the health of offenders, and indirectly affects the security operations of the institution. Quick decision-making is required in emergency situations. While the daily work is self-directed, it receives general supervision from the manager.</p>
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WORKING CONDITIONS

L 2 B Low	Interaction with WES clients and exposure to adverse working conditions is limited by time spent on other duties.	<p><u>Similar to SS13a – Child and Youth Case Worker</u>, where interaction with youth is limited by time spent on other duties, and where risk of injury can be mitigated by following universal precautions and safety procedures.</p>
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Classification Analyst: <i>Sydney [Signature] 2019/11/19</i>	Approved by: <i>L. Clarke 2019.11.19</i>	Data entry by: <i>AM 2019/11/20</i>
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DISTRIBUTION: PSC (original), Department, Employee

JOB DESCRIPTION

Section 1 - Identifying Data

Position Title: Supervisor, Whitehorse Emergency Shelter

Department: Health and Social Services
Branch: Social Supports Branch, Whitehorse
Emergency Shelter

Position Number: New

Location: Whitehorse

Supervisor's Title: Manager, Whitehorse
Emergency Shelter

Medical Clearance Required: Yes
Security Clearance Required: Yes

Date Completed: July 2, 2019

Section 2 - General Summary

The Whitehorse Emergency Shelter (WES) is a 24/7 low-barrier facility offering a broad range of both public and targeted services and supports to vulnerable and at-risk persons, including: supportive housing; drop-in services, including health and social supports; emergency shelter; food/meals; showers; laundry; respite/a place of safety; and harm reduction supplies and supports, among others.

The Supervisor assists in planning, overseeing, coordinating, and evaluating programs and service delivery at WES. The incumbent provides expertise in low-barrier service delivery; has strong knowledge of best-practices in programs, services and supports for vulnerable persons with complex care needs; has a clinical understanding of a range of disabilities and concurrent disorders; and has extensive knowledge of in-community interventions and supports available to assist persons with acute care needs with achieving stability and well-being.

The Supervisor is responsible for leading front-line program staff in service delivery, and providing supervision and guidance to the WES team regarding how to best support vulnerable persons with a range of complex needs. They are a key member of the WES leadership team and participate regularly in the development of plans, policies, strategies, and programs to improve client service delivery.

Section 3 - Principal Duties and Responsibilities

1. Provides leadership and guidance to front-line staff to ensure appropriate, effective, ethical programming and service delivery for residents, guests, and visitors, and fosters a supportive work environment for all staff. This includes consulting with and providing direction on complex or emergent issues that arise; providing debriefing, direction, and other supports to staff on how to best support persons accessing the facility to meet a range of needs, or on individual case matters; and ensuring appropriate and consistent interpretation of regulations, policies, and evidenced-based best practices and interventions.
2. Develops, implements, monitors, and evaluates day-to day operational systems and processes within the facility and directs and oversees the assignment of tasks to program staff to ensure effective and efficient delivery of services. This includes supervising daily operations; assigning tasks to Support Workers and Shift Leads to ensure workloads are appropriately distributed and matched; and developing processing systems, practices, and schedules.

3. Provides mentorship, support and supervision to staff that reflects a high standard of performance and cultural competency. Ensures that staff maintain service delivery and support practices that create a welcoming, non-discriminatory and safe environment that supports individual dignity and personal choice for all residents, guests and visitors; directs, models and provides oversight to staff so that services and programs provided adhere to best practices and innovative approaches in low-barrier and harm reduction-based service delivery; and provides debriefing, correction (as needed), and support to staff in how to appropriately respond to crises and engage with residents and guests in a proactive and supportive way.
4. Supervises Support Staff and Shift Lead performance, including the collaborative development and approval of individual Personal Performance Plans. This includes providing guidance, direction, and coaching to staff to ensure program objectives are met and legislative/regulatory/policy compliance is maintained; undertaking individual performance management, as needed; developing, coordinating, and managing staff schedules; and supporting employees to adopt policy, practice, or process changes within the program.
5. Supports staff to adopt best-practices in low-barrier, harm reduction based service delivery. Provides information and training to internal and external stakeholders on current or emerging research on best practices in low-barrier service delivery, and innovative and evidenced-based approaches for developing and aligning new, integrated service delivery models for persons with acute health and social support needs.
6. Ensures adequate human resources are identified and available to meet program and service delivery demands. This includes developing, coordinating, and managing operating shift requirement and schedules; approving staff leave requests; and leading the recruitment for front-line Support Workers and Shift Leads.
7. Identifies the training and skills development needs of staff and develops training plans and/or strategies. This includes developing and coordinating external staff training to ensure knowledge and skills meet program service delivery needs and best practice standards; guiding the development of subordinate staff's Individual Learning Plans to ensure alignment with departmental/branch needs and identified professional development goals; and approving/denying training requests with consideration for staff's individual training and development goals, operational requirements, and budgetary limitations.
8. Participates regularly in team meetings and is a key participant in the program leadership team, making recommendations to the Program Manager regarding service delivery gaps, program development, and policies, procedures, and practices, to better meet residents' and guests' support needs.
9. Responds to critical client incidents or situations, and complaints or concerns from shelter guests, key stakeholders, the public. This includes potentially reducing or limiting persons' access to WES following critical incidents, in order to protect the safety and wellbeing of guests and staff; following up with complainants to discuss issues and concerns and interpret and explain legislation, regulation, policies, and programs; and reviewing, researching, and responding to complaints and providing input on recommendations for further action, as needed.

10. Provides oversight and quality assurance support to ensure staff are accurately maintaining up-to-date case notes and comprehensive individual records consistent with the *Access to Information and Protection of Privacy Act* and *Health Information Privacy and Management Act*; are appropriately using IT and other system requirements; and maintains job-related knowledge of best-practices, conflict resolution, suicide prevention, harm reduction, cultural competency and various applicable legislation related to work functions (i.e.: *Social Assistance Act, Residential Landlord Tenant Act, Mental Health Act, Family and Children Services Act, Adult Protection and Decision Making Act, etc.*) to provide oversight and direction to staff.

Section 4 – Contacts

- Daily contact with staff to problem-solve and manage complex client issues, crises and emergent safety risks within the facility.
- Daily contact with staff to provide feedback and mentorship on how to navigate emergent issues and complex situations.
- Daily and frequent contact with residents, guests, visitors, and members of the public to proactively problem-solve and manage crises and emergent situations and safety risks within the building.
- Regular contact with the Program Manager to exchange information on operations, provide updates on facility risks and any critical emerging client situations, and to receive direction and supervision.
- Regular contact with other service providers to exchange information.
- Contact with internal and external stakeholders to provide information and capacity building support regarding service delivery best practices.

Section 5 - Specific Accountabilities

The incumbent is responsible for providing supervision and operational over-sight to front-line staff. WES delivering low-barrier services and supports to a high needs, highly vulnerable population group who has limited ability to access other services and supports. Duties and responsibilities of this position directly impact the physical and emotional wellbeing and safety of vulnerable persons with complex care needs, including; extensive trauma, physical and cognitive disabilities, and mental health and substance use challenges. The incumbent is responsible for making sound assessments and clinical judgements related to emergency, crisis, and suicide interventions to ensure all staff respond appropriately and ethically in high risk situations to ensure the safety and well-being of guests and staff.

The incumbent must also have sound problem solving skills, the ability to independently manage and de-escalate crisis and conflict, and the ability to determine how to leverage community resources to meet residents' and guests' needs in both the short- and long-term. These decisions will have a critical impact on the safety, health and wellbeing of both individuals and the collective of persons accessing the facility on a daily basis.

The nature and work environment for this role is such that the incumbent must have clinical expertise and understanding on how to support persons with a range of disabilities, health issues, and challenging behavioural presentations, as well as provide and share practical operational knowledge and experience regarding low-barrier shelter and housing service delivery with staff and other stakeholders.

Section 6 – Budget

1. What is the annual budget under the direct control of the position? **NOTE:** usually only applies to positions at the director and assistant deputy minister level

Fiscal Year	
Annual Payroll	\$
O&M (excluding payroll)	\$
Capital (excluding payroll)	\$
Revenues	\$
Recoveries	\$

2. For positions that have an influence on expenditures and/or revenues, provide examples and describe the position's influence.

N/A

Section 7 - Working Environment

Given the nature and complexity of services provided, the incumbent will spend a considerable portion of their time doing frontline, on the floor supervision and work, with some in-office time to complete other administrative and operational tasks. As such, they will be frequently exposed to individuals who present with unpredictable behaviours and they must have the ability to immediately assess and manage complex and competing high-risk situations. The majority of the work happens on-site within a mixed-use 24/7 facility where there are a range of both public and targeted programs and services. There is only partial ability to separate population groups in the facility, and the incumbent must have a strong level of comfort in managing and de-escalating crises and conflict situations – both for individuals and with different population groups - by using soft skills and a supportive team-based approach.

This position works with highly vulnerable clients who may present with challenging survival behaviours. Residents, guests and/or visitors may be under the influence of substances, presenting in crisis, or experiencing significant mental health challenges. The incumbent must have the ability to assess these situations and manage and respond appropriately for the context, circumstance, and individual.

The incumbent will be exposed to undesirable or unpredictable resident or guest behaviours and other hazards, such as: pest infestations, infectious diseases, bodily fluids, exposure to second hand smoke (cigarettes and cannabis), and dangerous substances. It is expected that the incumbent will have sound knowledge and expertise on facility safety protocol and crisis de-escalation and management to minimize health and safety risks to themselves and others.

There are limited access controls within the facility, particularly the drop-in and common spaces which are shared with staff, other guests/visitors, and the general public. There are four different and distinct program components operating within the facility, and staff are responsible for having oversight of all of these programs and services which support distinct population groups, including the general public. The facility is very busy, with a range of activities and persons served, and limited facility/environmental controls to limit or manage visitor or public access, requiring all staff to have strong conflict resolution and de-escalation skills.

There may be instances where, in order to ensure guest safety, appropriately manage the facility within the neighbourhood contact, and to support offsite programming and service delivery, where staff are required to leave the facility to do block patrols or other outreach into the immediately surrounding area and community. This would happen in an open and public environment, but potentially with limited environmental controls.

This position will also work with unhappy stakeholders and community partners (i.e., neighbors and business owners, other organizations) and must have the ability to listen to, acknowledge, diffuse, and address any concerns that may arise, as they are often the primary point of contact for complaints.

Section 8 - Signatures

Director, Human Resources:	Deputy Minister (or delegate): I approve this job description as being representative of the work required to be performed, and confirm that the necessary authorities have been delegated to the position.
Signature: <i>W. Blair</i>	Signature: <i>C. Smith</i>
Date: <i>Oct 22/2019</i>	Date: <i>Oct 25, 2019.</i>

Section 9 – Organization Chart

