

 NORTHERN HEALTH REGION	Job Description		
	Job Title:	Supervisor	
	Department:	Substance Use & Addictions/Recovery	
	Section:	2 – Allied Health	
	Employee Group:	MAHCP	WS#: (FAC) NA
	Issue Date:	January 22, 2024	Last Edit Date: February 27, 2024
Approved by: Regional Manager Health Services, Substance Use & Addictions/Recovery Reviewed by: VP Human Resources & Chief Human Resources Officer			

Summary:	Provides ongoing supervision, administration, and coordination of the delivery of programs and services in a designated area that may include the supervision of a 24-hour residential treatment facility. The incumbent must fulfill the requirements of the Criminal Records/Vulnerable Person, Child Abuse Registry check and Adult Abuse Registry check, and adhere to all Northern Health Region policies and procedures.
Reports to:	Regional Manager Health Services, Substance Use & Addictions/Recovery
Competencies / Requirements:	
Degrees, Certificates and Licenses:	<ul style="list-style-type: none"> Bachelor or Master's Degree in a related discipline Eligible to practice and maintain membership/licensure with the professional organization/College of Manitoba Valid Manitoba Class V driver's license, access to a vehicle, and willingness to travel the region and the province year round
Knowledge:	<ul style="list-style-type: none"> Thorough knowledge of Windows based programs (Microsoft Word, Excel, Outlook) and Internet Two (2) years' supervisory/management experience in a unionized environment Intermediate level knowledge of Microsoft Excel Knowledge of Outlook Scheduling System an asset Knowledge and familiarity with northern health issues, culture and population served Proficiency in individual and group counselling theories and practice, aware of current theories and best practices, and proficiency in evaluating changes and developments Working experience in an in-house treatment facility with a shift rotation is considered an asset Prior supervisory experience is considered an asset Demonstrated leadership and conflict management skills Knowledge and experience in financial, budgetary and administrative systems Knowledge of addictions
Skills:	<ul style="list-style-type: none"> Effective written and verbal communication skills Ability to speak an Indigenous language is an asset, preferably Cree, Dene or Michif Respects and promotes a culturally diverse population Ability to work effectively in a multi-disciplinary team and independently with limited supervision

	<ul style="list-style-type: none"> • Effective conflict resolution skills • Strong organizational skills and ability to meet deadlines • Ability to adapt quickly to changing situations • Demonstrates effective organizational, interpersonal, critical thinking, problem solving and decision-making skills • Ability to respond to a variety of simultaneous demands • Ability to provide leadership to create a respectful working environment
Duties:	<ol style="list-style-type: none"> 1. Advocates on behalf of the Northern Health Region 2. Contributes to a culture of safety and health in the workplace that is free from racism (Indigenous and all forms) 3. Contributes to a culture of client safety that is free from racism (Indigenous and all forms) 4. Promotes employee wellness in the workplace 5. May be required to see clients in a therapeutic role 6. Conducts public relations, outreach and networking on behalf of the program including facilitating training events or presentations 7. Provides consultation to other healthcare professionals, agencies or referral sources, clients, and the general public 8. Ensures consistent Human Resources practices that comply with collective agreements and NHR policy 9. Ensures effective and efficient delivery of services across the region 10. Ensures effective communication within the department and the organization 11. Ensures Continuous Quality Improvement 12. Demonstrates professionalism within the Code of Conduct 13. Demonstrates leadership qualities 14. Ability to recognize and pursue self-development opportunities 15. Assists with training new employees as required and ensures effective onboarding of new departmental employees
Working Conditions:	<ul style="list-style-type: none"> • Primary day shift, Monday to Friday • Weekend and evening work on occasion • On Call assignment as required • Travel, including gravel and winter roads and, where applicable, by small plane, within the region year-round • Overnight travel as required • Frequent interruptions • Stressful situations • Potential for exposure to communicable disease • Must wear approved uniform/footwear, protective clothing, and equipment
Decision Making:	<ul style="list-style-type: none"> • Daily management of patient care activities of department • Responsible for problem solving in collaboration with other members of the healthcare team and/or patients/residents/clients/families/major stakeholders • Approval of purchases within NHR guidelines • Policy Development – recommendations of a policy nature to Regional Manager Health Services, Substance Use & Addictions/Recovery
Key Working Relationships:	<ul style="list-style-type: none"> • Regional Manager Health Services, Substance Use & Addictions/Recovery • Residential Care Worker staff • Rehabilitative Counselling staff • Building Services staff • Cooks
Direct Reports:	<ul style="list-style-type: none"> • Residential Care Worker staff • Rehabilitative Counselling staff • Building Services staff

	• Cooks
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It is understood that the duties and responsibilities contained in this job description are representative of those necessary to carry out the functions of the position, however they do not limit the incumbent from performing other related duties.

JOB DUTY ACTIVITIES FOR
SUPERVISOR
(SUBSTANCE USE & ADDICTIONS RECOVERY)

Job Duties from Job Description	Performance Measures
1. Advocates on behalf of the Northern Health Region	1.1 Promotes the mission, vision, values, and goals of the NHR 1.2 Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), NHR policies, and any other applicable legislation 1.3 Adheres to all NHR policies 1.4 Maintains acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)
2. Contributes to a culture of safety and health in the workplace that is free from racism (Indigenous and all forms)	2.1 Takes care to protect own health and safety 2.2 Takes all precautions necessary to protect the safety and health of other employees 2.3 Uses appropriate protective clothing/equipment 2.4 Understands and follows legislation and workplace safety and health requirements 2.5 Reports incidents and unsafe acts and hazards 2.6 Cooperates with Workplace Safety and Health Committee and Employer on safety and health issues 2.7 Complies with the Respectful Workplace Policy 2.8 Embraces cultural safety in the workplace 2.9 In collaboration with, and under the supervision of the Manager/Designate, ensures hazards are identified and proper steps are taken to control the risks, monitors work areas and corrects unsafe work acts and conditions, instructs/coaches' employees to follow safe work procedures and ensures necessary personal protective equipment is provided to employees and used properly 2.10 In collaboration with, and under the supervision of the Manager/Designate, ensures equipment is properly maintained, ensures colleagues have the information, training, certification, supervision and experience to do their jobs safely and assists with safety handling, storage and disposal of chemical and biological substances in the workplace 2.11 Advises employees under their supervision of all known reasonably foreseeable risks to safety and health in the area where the employee is performing work 2.12 Ensures that an employee under their supervision works in accordance with the procedures and measures required by the Act and regulations and wears all clothing and personal protective equipment designated or provided by the Employer, or required to be used or worn by the Act or regulations
3. Contributes to a culture of client safety that is free from racism (Indigenous and all forms)	3.1 Reports any client safety concerns to the appropriate department lead and/or management 3.2 Commits to client safety as a key professional value and an essential component of daily practice 3.3 Integrates client safety practices into daily activities

	3.4	Understands client safety practices that reduce the risk of adverse events such as infection control, injury prevention, safe administration of medication, and risk awareness
	3.5	Recognizes, responds, and reports adverse events and near misses
4. Promotes employee wellness in the workplace	4.1	Implements and monitors the Attendance Support and Assistance Program (ASAP)
	4.2	Promotes return to work program and duty to accommodate situations
	4.3	Establishes policies/programs that encourage wellness in the workplace
	4.4	Monitors the effectiveness of the Employee Assistance Program
5. May be required to see clients in a therapeutic role	5.1	Provides clinical supervision where required
	5.2	Ensures on call rotations are scheduled
	5.3	Ensures training of facility employees
	5.4	Ensures program content meets standards
6. Conducts public relations, outreach and networking on behalf of the program including facilitating training events or presentations	6.1	May facilitate training events or presentations to employees, other professionals and agencies, or the general public
	6.2	Responsible for networking functions within the organization and other related businesses and agencies
	6.3	May represent the program at public relations events
	6.4	May participate on committees, teams or working groups at the local, regional, provincial or national level
7. Provides consultation to other healthcare professionals, agencies or referral sources, clients, and the general public	7.1	Responds to requests for information as a member of the Team to support treatment plans of related healthcare professionals, providing services to the same client base
	7.2	Provides documentation as requested by other healthcare professionals
	7.3	Develops treatment plans to be implemented by other healthcare professionals
8. Ensures consistent Human Resources practices that comply with collective agreements and NHR policy	8.1	Supervises directly/indirectly personnel in service area
	8.2	Schedules staff consistent with operational needs and contractual requirements, within the limitations of the allocated staffing budget
	8.3	Provides leadership, coaching, and mentoring to create an environment conducive to effective working relationships
	8.4	Encourages staff regarding committee involvement and professional development, and maintains an in-service program within the department
9. Ensures effective and efficient delivery of services across the region	9.1	Is knowledgeable and aware of departmental goals and objectives
	9.2	Participates in the development of plans for new programs and revision of existing programs, in collaboration with the Regional Manager Health Services, Substance Use & Addictions/Recovery including identifying needs and conducting ongoing monitoring and evaluation
	9.3	Participates in strategic planning for the department(s) comprising the program
	9.4	Policy Development – recommendations of a policy nature to Regional Manager Health Services, Substance Use & Addictions/Recovery
	9.5	Required to perform on-call services after hours, on a rotating basis

	<p>9.6 Conducts file audits to ensure that requirements concerning client treatment planning and documentation are met</p> <p>9.7 Handles program administration requirements, including reports, correspondence, briefing notes, designated budget preparation and monitoring</p> <p>9.8 May act as "Program Coordinator" for program area</p>
10. Ensures effective communication within the department and the organization	<p>10.1 Communicates and consults with the Regional Manager Health Services, Substance Use & Addictions/Recovery</p> <p>10.2 Ensures communication and responses to inquiries are addressed in a timely and effective manner</p> <p>10.3 Communicates and works effectively with client, interprofessional team, and other stakeholders, using client-centered principles that address physical, cultural, or other barriers to communication and manages professional relationships</p> <p>10.4 Conducts regular staff meetings, update meetings, and Annual Update and Development Conversations</p> <p>10.5 Displays active listening when engaging with employees</p> <p>10.6 Handles complaints referring to appropriate personnel as required</p>
11. Ensures Continuous Quality Improvement	<p>11.1 Participates in Accreditation process and committee activities</p> <p>11.2 Performs in a manner that minimizes risk and exposure to personal and/or corporate liability</p> <p>11.3 Embraces the LEAN methodology</p>
12. Demonstrates professionalism within the Code of Conduct	<p>12.1 Demonstrates the ability to accept and adjust to change</p> <p>12.2 Assumes responsibility for own actions</p> <p>12.3 Exhibits initiative in the work environment</p> <p>12.4 Appears professionally as described in the NHR and department dress code policies</p> <p>12.5 Reports for work as scheduled in a prompt manner</p> <p>12.6 Prepares professional, respectful correspondence</p> <p>12.7 Demonstrates a commitment to their clients, public and profession</p> <p>12.8 Adheres to the Code of Ethics recognized by the provincial regulatory organization</p> <p>12.9 Practices within scope of professional and personal limitations and abilities</p> <p>12.10 Displays a high level of emotional intelligence</p> <p>12.11 Demonstrates flexibility in problem solving in processes with improvements, such as introduction of new equipment, new chemicals, new procedures</p> <p>12.12 Communicates and participates in problem solving with coworkers and supervisors</p> <p>12.13 Displays emotional self-awareness</p>
13. Demonstrates leadership qualities	<p>13.1 Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework</p> <p>13.2 Leadership Competency Self-Assessment – Leading in Situations</p>
14. Ability to recognize and pursue self-development opportunities	<p>14.1 Reviews and keeps up to date with policies and procedures of the NHR</p> <p>14.2 Completes Absorb mandatory courses as required</p> <p>14.3 Attends required employee training sessions, in-service programs, or seminars as required</p> <p>14.4 Maintains and updates skills and certification(s) as required</p>

	<p>14.5 Attends scheduled staff meetings and any other required meetings</p> <p>14.6 Uses self-evaluation, new learning, and evidence in professional development</p>
15. Assists with training new employees as required and ensures effective onboarding of new departmental employees	<p>15.1 Participates in orientation of new employees as necessary</p> <p>15.2 Provides guidance to learners as required</p> <p>15.3 Ensures there is an effective departmental orientation program in place</p> <p>15.4 Ensures that each new hire fully completes the Department Orientation checklist</p> <p>15.5 Ensures new hires attend New Hire Orientation (NHO)</p>