

CLASSIFICATION JOB INFORMATION

SAP Job ID:	90001594
Position/Classification Title:	Unit Supervisor Secure Care
Pay Grade:	EC 10
Add-On Eligibility:	False
Standardized:	No
Inactive	No
Date Last Evaluated:	4/1/2009

JOB INFORMATION

Job/Working Title:	Unit Supervisor Secure Care
Department:	Community Services
Division/Section:	Family and Community Supports
Reports To (Position Title):	
Exclusion Status:	Excluded

OVERALL PURPOSE

Accountable for the direct supervision, professional development and deployment of Youth Workers at Wood Street Centre (WSC), a secure care facility which operates twenty-four (24) hours a day seven (7) days a week. Responsible for scheduling and managing the daily operations of the facility including treatment plan interventions, the application of Accountability Case Management (ACM), and oversees the delivery of psycho-educational (social and emotional learning) youth programs to meet identified needs. Further, accountable for the safety and security of youth and staff through facilitating; monitoring and maintaining both dynamic and static security in a secured environment.

KEY RESPONSIBILITIES

Supervision of Case Management
 Supervises ACM with a goal to meet residents' needs through the implementation of the individualized treatment plan for a successful discharge of the youth to his/her community by coordinating and supervising assigned Youth Workers, Student Placements and volunteers. Ensures completion of documentation for court, discharge summaries, etc. Ensures collection of time sensitive data collection (Homes Muttart) procedures. Supervises assigns the daily delivery of psych-educational (social and emotional learning) youth programming. Collaborates with Chief of Clinical Services, Senior Unit Supervisor regarding the delivery of the program. Indirectly supervises the Interdisciplinary Team. Collaborates on a daily basis with teachers to make decisions in the classroom regarding the management of youth behaviour.

Management of Centre
 Demonstrates and provides leadership to all aspects of the program in consultation with the Facility Manager, Senior Unit Supervisor and Chief of Clinical Services. Administers the authority of issuing Secure Treatment Certificates and Leaves of Absences (LOAs) under the authority of the Children and Family Services Act, along with maintaining the responsibility for security within the facility. May participate in risk referral conferences. Oversees the activities of all community and agency involvement at the facility, including residents, visitors, staff, and the public. Facilitates reintegration of youth into community. Monitors youth in community on LOAs and makes necessary arrangements to return if conditions of LOA are not met. Ensures the safety of residents, staff, visitors and general public including visitors, through compliance with the following:

- Policies and Procedures of Wood Street Centre (WSC)
- Provincial Standards for Residential Child-Caring Facilities
- Children and Family Services Act of Nova Scotia
- Provincial Child Abuse Protocol
- Occupational Health and Safety Legislation.

In the absence of the Facility Manager, Senior Unit Supervisor and Chief of Clinical Services, assumes responsibility for all of the aforementioned aspects, as well as those of the physical plant, including the responsibility of maintenance by troubleshooting for mechanical and electrical infrastructure systems in the building. Accesses the necessary repair personnel to maintain facility operations and/or refers issues to the Building Operator, Department of Transportation and Public Works. Ensures cleanliness of the Centre and

appropriate waste management.
<p>Managing and Monitoring Crisis Intervention</p> <p>Ensures the needs of residents who are in crisis are met by monitoring and assessing needs through the utilization of Non Violent Crisis Intervention (NCI) techniques, and individual intervention plans. Initiates and supervises therapeutic interventions as per individual situations. Ensures all actions taken are in accordance with the recommendations of NCI and the Provincial Standards for Residential Child-Caring Facilities. Models appropriate problem solving strategies and techniques, supervises and approves the use of the Secure Isolation Rooms (SIR). Critically examines the crisis situation to ensure the actions of Youth Workers are in compliance with Provincial Standards for Child-Caring Facilities. Provides follow up which may include investigations and/or quality reviews of critical and serious incidents. Ensures youth workers complete required documentation. Provides or delegates debriefing for residents and staff. Where applicable, may refer staff to Employee Assistance Program (EAP).</p>
<p>Management of Health Care Services</p> <p>Works in conjunction with on-site Health Services personnel (Registered Nurse/Medical Doctor) to coordinate health services for residents. Administers and charts all medications on evenings, weekends, and holidays as well as other required times when Registered Nurse is absent from the facility. Ensures Youth Workers monitor and record residents response to medication when ordered by psychiatrist. Contacts Emergency Health Services and/or facilitates an LOA to receive medical treatment at an appropriate facility.</p>
<p>Human Resources Management</p> <p>Ensure the effective management of human resources by participation in recruitment, setting and evaluating staff performance targets to support the supervision cycle at the WSC, delegates assignments, promoting diversity and a healthy workplace, demonstrating the leadership competencies, respecting corporate human resource practices, promoting teamwork and individual development and maintaining internal communication. Prepares time sheet reports for staff payroll and submits for processing on a bi-weekly basis. Demonstrates knowledge regarding the Nova Scotia Government Employees' Union (NSGEU) Collective Agreement, Manual 500, Code of Professional Conduct, Labour Standards, and the Nova Scotia OH&S Act</p>

May perform other related duties as assigned

In addition to the knowledge, skills and abilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)

SCOPE

Contacts (Typical):	<p>Internal :</p> <p>Ongoing contact with : Interdisciplinary Team (Registered Nurse, Medical Doctor, Psychologist, Social Workers, Youth Workers, Teachers, Cook, Senior Unit Supervisor, Chief of Clinical Services) Facility Manager, residents, Building Operator, Administrative Support staff, and housekeeping staff.</p> <p>External:</p> <p>Ongoing contact with: Police Services, Attorneys representing WSC, Legal-Aid Counsel for residents, Sheriff Services Department staff, parents/guardians, visitors, Provincial Ombudsman Office Representative, outside building contractors, consulting psychiatrist, general practitioner, and community groups. Various contacts with Agency Social Workers and/or Department of Community Services Social Workers regarding care of the residents. The above contacts are required to maintain positive staff / resident relations and ensure consistent adherence to Policy and Procedures, Provincial Standards for Residential Child-Caring Facilities, Child Abuse Protocol and aspects of the Children and Family Services Act as well as other relevant acts, i.e. NS OH&S Act</p>
Innovation:	<p>Supervises drafting and implementation of individualized treatment plans to meet the needs of residents (male/female) with emotional and/or behavioural disorders.</p> <p>Supervises and/or creates various options to manage crisis where critical thinking and organization are essential. Options must be in accordance with NCI and the Provincial Standards for Residential Child-Caring Facilities. Crisis situations may include individual/group disturbances, hostage taking, elopements/ attempted elopements, assault on residents or staff by residents and loss of available infrastructure (power failure, communications failure, etc.).</p> <p>Supervises the implementation of individual intervention plans for challenging youth presenting with chronic patterns of aggression and loss of control in order to facilitate stabilization in accordance with the Provincial Standards for Residential Child-Caring Facilities.</p> <p>Challenged to motivate staff under his or her direct supervision through role</p>

	modeling and effective leadership in order to promote good rapport between staff and youth for an enhanced safe and secure environment
Decision Making:	<p>Ensures decisions are made regarding the treatment and management of residents which emphasizes maintenance of their well being, health and safety. Examples include the initiation of special measures such as utilization of physical restraints in accordance with NCF methods and the use of the Secure Isolation Room as per Provincial Standards for Child-Caring Facilities-</p> <p>Maintains facility operational schedules pertaining to resident's activities and services such as treatment plan interventions, psycho-educational (social and emotional learning) youth programming, unit routines, education, recreation, LOA's and visits within the facility</p> <p>Deploys staff and monitors performance, attendance and compliance with policies and procedures. Makes decisions to resolve employees complaints and if necessary makes recommendations to the Senior Unit Supervisor regarding performance management issues.</p> <p>In the absence of the Facility Manager , Senior unit Supervisor and Chief of Clinical Services may be required to make decisions regarding the issuance of Secure Treatment Certificates and LOA's.</p> <p>Decisions referred to a supervisor include unique operational and/or security issues which exceed the scope of the day to day operation, facility issues impacting external stakeholders, high profile situations such as elopements, suicide, attempts, serious injuries or assaults, issues regarding staff discipline.</p>
Impact of Results:	If errors in judgement are made by the Unit Supervisor or subordinates, the results could include elopements, violence by residents, serious injury and possibly death to staff, residents, visitors or persons contracted to perform duties at the facility, or the public at large. Effective and consistent leadership is required to maintain positive staff/resident relations, high levels of morale and safety. Must act efficiently and effectively when crisis arises. Errors have the potential for negative media attention which affects public confidence in the Minister of Community Services.

People Management:

	# Direct Resources Managed	# Indirect Resources Managed
Additional Information (if required):	<p>This position Reports to:</p> <p>Senior Unit Supervisor, Wood Street Centre, Secure Care</p> <p>Job Titles and Number of Incumbents Reporting to this Job:</p> <p>Directly supervised by Unit Supervisors: Youth Workers (25) Casual Youth Workers (8-10) Youth Workers per shift : 6-8 per day shift 3-4 per night shift</p> <p>Indirectly supervised by Unit Supervisor: Social Workers (2) Cook (1) Teachers (2) Clerk (1) Secretary (1) Registered Nurse (1) Psychologist (I)</p>	

LICENSES/CERTIFICATIONS

Data From Conversion:	<p>Other important information that will assist the reader with a further appreciation of what is typical of this job:</p> <ul style="list-style-type: none"> - After regular business hours and on holidays the Unit Supervisor performs role of Acting Facility Manager and is responsible for facility operation, program implementation, resident interventions, implementation of treatment plans, supervision of staff, and facility maintenance. Oversees new resident admissions. approves, issues and may cancel LOAs when necessary. - In the absence of Registered Nurse makes health care decisions in terms of dispensing prescribed medications and accessing Emergency Health Services
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	<p>personnel for advanced medical care.</p> <ul style="list-style-type: none"> - In the event that the next scheduled Unit Supervisor is unavailable, the Unit Supervisor is required to remain on duty following the conclusion of a scheduled shift until a suitable replacement arrives at the facility. - Offers presentations to educate the general public and/or external stakeholders regarding the WSC program
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WORKING CONDITIONS

Physical Effort

Minimal - Work activities involve alternating positions of light physical activities, which cause little physical effort. Majority of time of spent in a comfortable position with frequent opportunity to move about at will. Activities require a variety at easy muscle movements

Physical Environment

Minimal - Works in an environment with occasional exposure to mild unpleasant or disagreeable conditions, and/or a remote possibility of risk of accident or health hazards.

Sensory Attention

Moderate - Work activities involve need to concentrate on a variety of sensory inputs for intermediate durations at a time requiring close attention several times daily. If sensory activities are interrupted, time is required to backtrack to resume activities, involving lost time. The need for detailed or precise work is moderate.

Psychological Pressures

Moderate - Work activities are performed in an environment with occasional exposure to one or more mental pressures. The mental stress would not be noticeably disruptive to the work, nor would the unpleasant reaction be too strong or persistent, e.g., pressure or deadlines, quotas or need for accuracy, unpleasant public or client contacts, probable concern about unpleasant situations, repetitious work, and or some disruption of personal life because of work, work schedules or need to travel.

Examples/ Additional Information:	
	<p>A Physical Environment: Example- Office is located within a secure area of the facility adjoining the units on which residents reside. The Unit Supervisor's duties include working on the units as well as in program area. As such, the unit Supervisor will be in a work environment with increased exposure to physically and verbally aggressive residents, and the potential exists of visitors exhibiting similar behaviours. He/she may be involved in situations requiring physical restraint of residents with increasing risk of injury to the Unit Supervisor and exposure to such things as spitting, biting, kicking, punching, or objects being thrown. At times ambient noise level is extremely high due to office location and resident's behaviour.</p> <p>B Physical Effort: Example- The Unit Supervisor spends 95% of his/her time within the facility actively supervising Youth Workers, indirectly supervising the interdisciplinary team, assessing, and responding to residents needs along with ensuring the progress of the daily program schedule. He/she is continually exposed to the risks associated with physically restraining or escorting residents.</p> <p>C Sensory Attention: Example- While conducting daily responsibilities the Unit Supervisor must always maintain a heightened sense of awareness/alertness such as listening to resident conversations, and observing interactions. Effectively interpret the same and responding to potentially dangerous situations where the extent and severity are unknown at the time of response. Diligence is required when conducting daily inspections and interactions with residents. Not maintaining heightened level of sensory attention may result in physical harm/injury to self as well as residents, coworkers, visitors, and the public at large.</p> <p>D Mental Pressures: Oversees new resident admissions and during the intake process when youth may experience crisis and/or withdrawal from alcohol or illegal drugs, assessment and monitoring skills are essential. Experiences constant pressure to meet deadlines, such as review of incidents, discharge reports, reports for court, treatment plans, case conference notes and various other time sensitive documents. Exposed to aggressive/challenging contacts from residents, and</p>
Data From Conversion:	

	parents/guardians (phone calls/visits). There may be a considerable disruption to one's personal life due to the rotating shift work schedule
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