


# Job Evaluation Rating Document

<p><b>CUPE, SEIU, SGEU, SAHO</b></p> 	<p><b>Job Title</b> <u>Client Care Supervisor</u></p> <p><b>Date</b> <u>2004</u></p> <p><b>Revised Date</b> <u>April 10/12</u></p> <p><b>Revised Date</b> <u>January 20, 2021</u></p>	<p><b>Code</b></p> <hr/> <p>342</p>
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<p><b>Decision Making</b></p> <p>Work involves developing plans to deliver Home Care services. Solutions to problems associated with coordinating and scheduling staff require adaptation of existing practices.</p>	<p><b>Degree</b></p> <hr/> <p>4.0</p>
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<p><b>Education</b></p> <p>Grade 12. Four (4) year Baccalaureate degree in human services field.</p>	<p><b>Degree</b></p> <hr/> <p>6.0</p>
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<p><b>Experience</b></p> <p>Thirty-six (36) months previous experience working in community-based health care service environment. Twelve (12) months on the job to develop administrative/supervisory skills and become familiar with department policies and procedures.</p>	<p><b>Degree</b></p> <hr/> <p>7.0</p>
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<p><b>Independent Judgement</b></p> <p>Delivers Home Care/palliative care/discharge planning services. Uses analysis and judgement when planning for the care needs of discharged clients. Work involves a choice of methods or procedures and troubleshooting when dealing with staff scheduling and performance issues.</p>	<p><b>Degree</b></p> <hr/> <p>4.0</p>
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<p><b>Working Relationships</b></p> <p>Has regular contact with clients and families requiring tact and discretion when dealing with special needs. Provides technical explanation and/or instruction to staff in unusual situations. Secures cooperation of clients and families when developing care plans.</p>	<p><b>Degree</b></p> <hr/> <p>4.0</p>
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<p><b>Impact of Action</b></p> <p>Misjudgement in developing and implementing care plans may result in serious discomfort to clients and families and substantial delays in coordinating work.</p>	<p><b>Degree</b></p> <p>3.0</p>
<p><b>Leadership and/or Supervision</b></p> <p>Provides regular direction to staff, assigns work, checks results and controls costs.</p>	<p><b>Degree</b></p> <p>4.0</p>
<p><b>Physical Demands</b></p> <p>Occasional physical effort walking, lifting/moving supplies/equipment, with regular periods of computer operation.</p>	<p><b>Degree</b></p> <p>1.5</p>
<p><b>Sensory Demands</b></p> <p>Regular sensory effort performing computer operation, reading, writing and listening to staff and clients with periods of competing multiple sensory demands.</p>	<p><b>Degree</b></p> <p>2.5</p>
<p><b>Environment</b></p> <p>Occasional exposure to major conditions such as verbal abuse, unpredictable client home environments, poor road conditions and interruptions.</p>	<p><b>Degree</b></p> <p>3.0</p>