



Our Mission To provide quality services which enhance the lives of people with disabilities.

Individual Care Supervisor - LIVING
Internal & External Posting: Reference #LIV-01
Full-Time Permanent Position

General Description

Quest Support Services Inc is a private agency that provides services that enhance the lives of people with disabilities. The Individual Care Supervisor - LIVING position is a management role responsible for supervising the individuals and employees working in the individuals' primary residences.

Job Duties

- Oversee the daily support for individuals and their primary residence
- Lead and manage assigned Disability Service Worker employees; this includes performance management, mentoring, documentation, and hosting meetings
- Work collaboratively with the Management and Administrative teams to ensure agency operations are effective
- Develop and coordinate personalized support plans in partnership with individual and their multi-disciplinary team
- Act as the primary contact for the agency as it relates to guardians, other agencies, and multi-disciplinary team
- Manage conflicts and complaints as it relates to group homes, staff, community, and/or guardians
- Provide training to employees, including on-site, informal mentoring, and formal training courses
- Maintain and update individual documentation
- Communicate with landlords to ensure residences are safe and functional
- Manage individuals' finances in collaboration with their trustee
- Manage individual medical appointments, daily medications, and care in collaboration with medical professionals
- Report and uphold Occupational Health Safety and Worker's Compensation Board related requirements, facilitate training, and roll out of Agency safety initiatives
- Work directly with supported individuals when required

Essential Skills

- Leadership & professionalism
- Professional writing/documentation
- Crisis management
- Strong Interpersonal communication
- Prioritize, adapt, and organize tasks

Requirements/Qualifications

- Post-secondary education in Human Services, Management, or a related discipline
- Minimum of 1 year experience in disability services
- Experience in a leadership role is considered an asset



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- Valid Class 5 Driver's License; vehicle to be used for work purposes with \$2 million liability coverage
- Clear Criminal Record

Hours: Monday to Friday: 8:00 – 16:30 (1-hour lunch break)

Salary: \$58,000 - \$60,000 per year depending on education

Additional Benefits:

- Paid time-off
- Alberta Blue Cross benefits package
- Lethbridge Fitness Club Corporate Membership rates
- SIX08 Health Partnership

To Apply:

Please submit a cover letter, resume and references to Kendal Tremblay either in person (860 Heritage Blvd West), or by email to hr@questsupport.com. Make sure to quote the reference #LIV-01 in your application.

*Application Deadline is **September 25, 2023 @ 8:00am***