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The Alice Sadhy Association envisions a welcoming, diverse and inclusive community where all people are valued and contributing citizens. We are committed to supporting people with disabilities and their families to make the connections needed for a meaningful self-directed life. The cornerstones of our mission, and vision are rooted in our core values of respect, collaboration, accountability and creativity.

Position Description and Purpose

The Manager of Supports plays a vital leadership role in ensuring the effective delivery, coordination, and continuous improvement of person-centered services that empower individuals with developmental disabilities to live meaningful, self-directed lives in their communities.

Reporting to the Director of Supports, the Manager is responsible for guiding and supporting a team of Coordinators and Direct Support Professionals to provide individualized, inclusive, and responsive support. This role fosters a culture of dignity, respect, and autonomy by championing the rights, choices, and goals of the people supported. The Manager actively promotes community inclusion, develops strong working relationships with families, staff, and community partners, and ensures compliance with relevant legislative, regulatory, and organizational standards. Through supervision, mentorship, planning, and problem-solving, the Manager contributes to a service environment rooted in collaboration, accountability, and continuous learning.

Included in this role: Ensures that people receive individualized, person-centered support by overseeing service coordination and supporting Coordinators and Direct Support Professionals in their roles.

Excluded from this role: Daily direct support or implementation of progressive discipline without Director and Human Resources involvement

Hours of Work: 35 hours/week


Salary: Starting wage - Management Pay Grid Level 1 (based on a 40-hour work week)

Generic Accountabilities of all Employees

As an employee of the Alice Sadhy Association, I am accountable for:

- Consistently performing to the best of my ability
- Demonstrating a commitment to the organization's values and goals
- Collaborating effectively and respectfully with colleagues
- Completing assigned tasks responsibly and in a timely manner
- Keeping my manager informed if task progress is ahead of or behind expectations
- Seeking clarification from my manager when expectations or responsibilities are unclear

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Job Duties and Accountabilities of this Role

1. Leadership and Role Modeling

- a. Demonstrates professionalism, integrity, and ethical behavior at all times.
- b. Upholds and models organizational values and best practices in all aspects of work.
- c. Provides supervision, direction, and leadership to Coordinators and Direct Support Professionals.
- d. Acts as a resource in crisis situations, supporting compliance with protocols and reporting requirements.
- e. Represents the organization professionally with families, community partners, and regulatory agencies.
- f. Promotes a culture that values the rights, choices, and goals of people supported.
- g. Handles concerns and conflicts discreetly and professionally.
- h. Maintains professional boundaries and conduct by establishing appropriate relationships with staff and people supported, fostering a supportive environment, and ensuring that all interactions reflect respect, organizational values, and compliance with company policies.

2. Quality Support Delivery

- a. Engages in monthly face-to-face meetings with people supported to foster ongoing communication and support.
- b. Supports, promotes and participates in an on-going person-directed planning process, where goals and corresponding action items are identified for team members.
- c. Promotes valued experience that lead to community participation and inclusion, opportunities for relationship building, and valued social roles that enhance a person's quality of life.
- d. Participate in the work of the Alice Sadhy Association's Quality Assurance Committee, as required.

3. Effective Communication and Documentation

- a. Fosters respectful and professional communication with staff, people supported, families, and partners.
- b. Encourages and facilitates open dialogue and provides constructive feedback within the team environment that fosters a supportive and collaborative environment.
- c. Responds promptly to emails, calls, and messages, maintaining a high standard of service. The response time depends on the urgency of the situation, or email.
- d. Maintains regular documented communication with staff, including meeting records and performance notes so that performance expectations are enforced and ongoing support is offered, as needed.
- e. Ensures timely and transparent communication with people supported, their families and staff so that everyone is informed and involved.
- f. Creates and oversees person-centered schedules that align with individual support needs and funding allocations.
- g. Records significant and or important conversations and scheduled meetings with people supported and or their families in the AIMS database for future review and follow up, maintaining accurate and accessible records.
- h. Reviews, responds to, signs off on, and assesses incident reports pertaining to the teams that they are connected to in the AIMS database to identify key learnings, promote continuous process improvement,

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ensure a safe environment for both staff and people supported, and verify that all relevant standards and expectations have been met.

- i. Reviews, signs off on, and analyzes incident reports to promote learning, uphold safety, and meet quality standards.
- j. Conducts and documents staff performance evaluations, noting achievements and areas for development.

4. Accountability and Reliability

- a. Ensures accountability to people supported for the provision of individualized supports through a person-directed planning process.
- b. Clearly articulates expectations for coordinators, direct support professionals and holds them accountable for their actions.
- c. Ensures compliance with organizational policies, regulations, and sector related standards.
- d. Actively participates in emergency on-call situations and responds to incidents.
- e. Remains available according to the scheduled hours and on an “on-call” basis, as needed.
- f. Attends monthly meetings with the Director, Support, bi-weekly Community Support Meetings, monthly Management Meetings, and participates in Employee Engagement Meetings 2-3 times a year.

5. Problem Solving and Decision Making

- a. Approaches challenges with a solutions-focused, person-centered approach.
- b. Supports staff in crisis management and conflict resolution, and access agency resources as appropriate.
- c. Assesses situations and makes decisions based on the facts of a situation and withholds actions and/or speech until all important information is gathered and considered.

6. Team Development and Performance Management

- a. Supports staff growth through training, mentorship, coaching, and career development.
- b. Engages with and collaborates alongside Human Resources on performance related matters including performance improvement plans, progressive disciplinary processes, and submitting supporting documentation from employee meetings.
- c. Conducts and documents in person employee meetings every 4 to 6 weeks to provide support and guide individual performance.
- d. Conducts and documents team meetings, where there are more than 3 members, every 3 to 4 months, or more frequently, if needed, to ensure the latest information is shared and best practices are followed resulting in optimal person-centered support.
- e. Cultivates a supportive and inclusive team environment with regular recognition and engagement.
- f. Works with the Coordinator, Support to assess staffing needs, collaborating with the Director, Support, and Human Resources to initiate the recruitment process when necessary.
- g. Participates in the interview process and contributes to decision-making and candidate selection
- h. Coordinates second-round interviews with the Person Supported, and Coordinator, Support, and oversees the orientation process for new employees and students to ensure smooth integration into the team.
- i. Completes performance appraisals and addresses underperformance through documented follow-up.

7. Adaptability and Continuous Improvement

- a. Demonstrates flexibility in responding to evolving service needs, priorities, and sector changes.
- b. Pursues ongoing professional learning and remains informed on best practices related to the sector.
- c. Proactively manages complex problems, unresolved situations, frequent change, delays or unexpected events with respect and professionalism.
- d. Maintains strong organizational and time management skills while working independently.

8. Legislative Compliance

- a. Immediately reports any suspected or alleged abuse, or safety risks to the welfare of a person supported, to the Director, Support or their designate.
- b. Upholds privacy laws and policies, and ensures all team members follow ethical guidelines
- c. Oversees the development, review, and maintenance of Individual Support Plans (ISPs), ensuring they are person-directed, completed annually (or as needed), and reflect the evolving needs, preferences, and goals of the individual.
- d. Collaborates with the person supported, staff, and families throughout the person-directed planning process, and ensures finalized ISPs meet quality standards and are signed off and uploaded to the AIMS database for proper documentation and tracking.
- e. Reviews AIMS notes regularly to ensure support is individualized, person directed and related to individualized goals, and to verify shift attendance for payroll purposes.
- f. Maintains a working knowledge of and ensure compliance with:
 - O. Reg. 299/10: Quality Assurance Measures
 - Occupational Health and Safety Act
 - Employment Standards Act
 - Ontario Human Rights Code

9. Financial and Material Resource Management

- a. Regularly and critically reviews Ministry of Children, Community and Social Services (MCCSS) resources, including Passport, and other individualized funding sources, to ensure they are used effectively and toward meeting the needs and goals of the people supported.
- b. Audits individualized support budgets monthly.
- c. Conducts quarterly financial reviews of the personal finances with people supported as per our policy.
- d. Monitors and maintains accurate and complete financial records for people supported, ensuring compliance with all applicable regulations and requirements.
- e. Approves and ensures the accurate and timely submission of Daily Service Activities and employee time records in Inclusion Systems.
- f. Oversees and has knowledge of the home inventories or any significant changes in them for people supported where appropriate.

Outcome of the Role if Performed Well

Support services will operate efficiently, responsively, and in alignment with the values of dignity, choice, and inclusion. People supported will experience consistent, individualized services that reflect their unique goals, preferences, and strength, fostering confidence, independence, and meaningful participation in their communities. Families and caregivers will feel informed, involved, and reassured by clear communication and respectful collaboration, including around the use and management of individualized funding such as Passport. Staff will benefit from strong leadership, ongoing support, and clear expectations, resulting in a motivated and capable team that delivers high-quality, person-directed support. Through effective leadership and commitment to quality, the Manager will strengthen the Association's role as a trusted and innovative leader in developmental services.

Decision Making Authority for this Role


- Carries out work under the supervision of Director, Support, or their designate.
- Supervise and manage assigned employees
- Approve staff schedules, documentation, and performance reviews
- Escalate complex issues or discipline to Director, Supports and Manager, Human Resources
- Consults with the Finance department for guidance and expertise, as required.

Qualifications

A degree or diploma in Human Services or a related field is required. Candidates must have a minimum of five (5) years' experience in support services and at least three (3) years in a leadership role, or an equivalent combination of experience and responsibility. Experience working in the developmental services sector within a non-profit organization is considered an asset.

Pre-hire Requirements

1. Academic certificate(s)
2. Must have and maintain eligible to work in Canada and for the Association
3. Vulnerable Sector Check specific to the Alice Saddy Association
4. Three suitable references from supervisors
5. Current Standard First Aid & CPR + AED Certificate
6. Current CPI (Crisis Prevention Institute) Certificate for Non-Violent Crisis Intervention
7. A valid driver's license, insurance and a current 3-year (uncertified) motor vehicle records check in good standing, and access to a reliable motor vehicle is preferred.
8. In accordance with the Association's Mandatory Covid-19 Vaccination Policy, proof of vaccination in the form of a Ministry of Health vaccination record for at least two Covid-19 vaccinations.

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Working Conditions and Physical Requirements

This job requires the following:

1. Flexible start and end times based on emerging needs; occasional evening or weekend work.
2. On-call availability and response to urgent or emergency situations.
3. Work conducted across various community settings, including recreation, leisure, home, and employment environments and documented in the Google Calendar.
4. Ability to work with varying numbers of people supported and shifting support needs within different settings.
5. In-office attendance in a temperature-controlled environment with periods of desk work and computer-based tasks and lifting of materials as part of daily tasks.
6. The Manager, Supports may be required to perform Direct Support Professional duties that includes assisting with routine daily living activities for people supported, which. These duties may involve supporting mobility needs, such as transferring and lifting
7. Transfer and lifting of people supported, as required.
8. Use of crisis intervention techniques when necessary.

DISCLAIMER

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

ACCEPTANCE AND AGREEMENT

I, _____ (Please Print Employee Name), have had the opportunity to read and ask questions about the information contained in this job description. I approve it and I understand the requirements, essential functions and duties of the position.

Employee Signature

Date

Human Resources Signature

Date

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