



## Position Description

**Position Title:** Client Support Services Manager

**Status:** Management position, non-union

**Date Est.** September 2011

**Revised: September 2017**

**Reports To:** Executive Director

**Direct Reports:** Support Staff: Cooks, Housekeepers, Maintenance (BCNU members)  
Volunteers (except Board of Directors volunteers)

### Position Summary:

This position is a Leadership Team role involved in the daily operations, strategic growth and development of the organization. The Client Support Services Manager (CSSM) develops, supports, and manages Support Staff and the volunteers.

The CSSM will strive for and promote excellence in the delivery of interdisciplinary hospice palliative care. The CSSM requires the ability to integrate support staff into the interdisciplinary team.

The CSSM is responsible for the ongoing success of the volunteer program. The CSSM will facilitate timely and respectful scheduling of volunteers.

**The ability to maintain confidentiality is of critical importance in this role.**

### Major Responsibilities:

#### Building Maintenance:

- Ensure that buildings and clinical/non-clinical equipment are maintained to licencing standards with support from the Care Team Leader
- Ensure that a replacement schedule is maintained for building infrastructure (air conditioning systems and boilers for example) and non-clinical equipment (furniture and kitchen appliances for example) with support from the Financial Officer
- Supervise the purchase and installation of building infrastructure equipment and non-clinical equipment, with support from the Financial Officer
- Ensure that contracted building services are handled by authorized and insured contractors.

#### Human Resources:

- Recruit, orient, supervise, evaluate and recognize Support Staff.
- Discipline Support Staff members as necessary in alignment with the BCNU Collective Agreement and NOHS policy.
- Ensure Support Staff members comply with relevant legislation, regulations, standards, professional guidelines and BCNU Collective Agreement.
- Ensure that Support Staff members have the education and training required for their positions.
- Conduct annual performance reviews for Support Staff.

**Volunteers**

- Collaborate with the Care Team Leader to ensure that volunteer services meet care team needs.
- Develop and manage the volunteer program to meet the needs of volunteers and clients.
- Develop and manage an on-going volunteer recruitment strategy.
- Implement training and orientation programs for volunteers.
- Develop volunteer opportunities within the organization.
- Conduct annual performance reviews for volunteers as workload allows. A minimum of 10% of all volunteers will have performance reviews conducted annually using a rotating process to eventually capture all volunteers.
- Develop and manage recognition programs for volunteers.

**Leadership Team:**

- Participate in the development and implementation of the organization's Strategic Plan to achieve ENDS.
- Collaborate with the Financial Officer in the development and implementation of the multi-year operating and capital budgets.
- Collaborate with the Executive Director in the preparation of organizational progress reports for the Board of Directors.
- Collaborate with the Learning & Effectiveness Leader in the development and implementation of policies, procedures and standards as required.
- Ensure that the emergency training plan and fire safety policies are reviewed with all employees and volunteers at least annually.
- Collaborate with the Leadership Team on union-related issues

**Qualifications:**

- University degree or college certificate in volunteer administration or an equivalent combination of education, training and experience
- Management and supervisory experience involving both staff and volunteers
- Supervisory experience in a union environment
- Group facilitation experience
- Understanding of hospice palliative care
- Effective team leadership skills
- Effective interviewing and coaching abilities
- Proficient in Microsoft Office and database management
- Food Safe and WHMIS certificates
- First Aid Certificate

**Core Competencies:**

- Communication: Conveys and receives messages clearly
- Teamwork: Works cooperatively with others to achieve organizational goals
- Initiative: Plans ahead, is resourceful in taking action and generating viable solutions
- Client Service: Understands client needs and provides high standards of service
- Attitude: Conveys an open, flexible mindset with a focus on positive outcomes
- Self-Management: Understands and manages own behaviour and practices healthy self-care

**Leadership Competencies:**

- Strategic Thinking: Employs a big picture, long-range view of achieving organizational goals
- Resource Management: Plans, implements and monitors effective use of financial and human resources
- Team Leadership: Inspires and motivates team members. Guides team towards achieving organizational goals

Employee Name: \_\_\_\_\_  
Please print clearly

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_