



Teachable Moments Services Inc. (TMS) Job Description

## **Title   Executive Director**

**Job Summary**   Responsible for overall leadership and governance in relation to all operations. Participates in the recruitment and selection of staff; coordinates training and provides ongoing supervision. Evaluates program policies.

### **Key Duties and Responsibilities**

1. Provides direction to the Management Team and works collaboratively with managers to develop, implement and evaluate organization goals, objectives, policies and procedures.
2. Monitors activities to ensure the required standards are maintained. Provides oversight by regularly visiting all residences and engaging with staff, individuals served and stakeholders. Identifies both physical and program needs. Plans with staff for changes.
3. Participates in Directors' Meetings, Management Team meetings, Staff meetings, Health & Safety Meetings to provide leadership and share information and collect feedback.
4. Reviews Individual Service Plans (ISPs) and results with Operations Manager and Residence Coordinators to ensure goals are being met.
5. Reviews all referrals and oversees contract negotiations with all funding agencies. Signs all contracts for services.
6. Reviews all formal complaints or grievances and provides for dispute resolution. Makes decisions related to termination of employment or other contractual arrangements.
7. Performs other related duties as required.

### **Qualifications**

#### *Education and Knowledge*

Extensive training and experience in supervision of care providers

#### *Training and Experience*

Five (5) years recent related experience, including one (2) years senior management positions or experience.

Or an equivalent combination of education, training and experience.

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Employee Signature   Date



# Teachable Moments Services Inc

## Job Descriptions

### Title

### OPERATIONS MANAGER/RESIDENCE COORDINATOR

### Job Summary

Assists the Executive Director to implement the organization's strategic plan to meet annual goals and objectives. Participates in the recruitment and selection of staff; coordinates training provides ongoing supervision of staff and evaluates program policies.

### Key Duties and Responsibilities

1. In collaboration with the Management Team, develops, implements and evaluates organization goals, objectives policies and procedures and ensures the required standards are maintained. Identifies both physical and program needs. Plans with staff for changes.
2. Works as a Residence Coordinator performing any or all of the duties as required.
3. Performs the duties of the Executive Director in their absence or as directed.
4. Monitors, authorizes and allocates expenditures within the operating budgets established for each month and assists senior management in preparing the budget. Prepares and maintains related documentation.
5. Liaises with the community, government, families, officials, professionals, and organization staff and promotes community involvement in the programs or the organization.
6. Will be scheduled for On Call at standby rates (1 hours pay for every four hours standby) to perform the duties of the On Call Supervisor (see related job description). Scheduling may be for up to 24 hours in a shift and could include 2 consecutive shifts (i.e. 48 hours) every second weekend or other days not otherwise scheduled to work.
7. Performs other related duties as required.

### Qualifications

#### *Education and Knowledge*

Diploma in a related human/social service field.

#### *Training and Experience*

Five (5) years recent related experience, including one (2) years supervisory and administrative experience.

Or an equivalent combination of education, training and experience.



# Teachable Moments Services Inc

## Job Descriptions

**Title** **PROGRAM COORDINATION MANAGER/RESIDENCE COORDINATOR**

**Job Summary** Assists the Operations Manager by collaborating with other supervisory staff to implement the Human Resources strategy for the organization. Participates in the recruitment and selection of staff; coordinates training provides ongoing supervision of staff and evaluates program policies.

- Key Duties and Responsibilities**
1. In collaboration with the Management Team, develops, implements and evaluates organization goals, objectives policies and procedures and ensures the required standards are maintained. Identifies both physical and program needs to Operations Manager. Plans with staff for changes.
  2. Works as a Residence Coordinator in one residence performing any or all of the duties as required for that residence.
  3. Performs the duties of the Operations Manager in their absence or as directed.
  4. Monitors, authorizes and allocates expenditures within the operating budgets established for each month and assists senior management in preparing the budget. Prepares and maintains related documentation.
  5. Liaises with the community, government, families, officials, professionals, and organization staff and promotes community involvement in the programs or the organization.
  6. Will be scheduled for On Call at standby rates (1 hours pay for every four hours standby) to perform the duties of the On Call Supervisor (see related job description). Scheduling may be for up to 24 hours in a shift and could include 2 consecutive shifts (i.e. 48 hours) every second weekend or other days not otherwise scheduled to work.
  7. Performs other related duties as required.

**Qualifications**

*Education and Knowledge*

Diploma in a related human/social service field.

*Training and Experience*

Five (5) years recent related experience, including two (2) years supervisory and administrative experience.

Or an equivalent combination of education, training and experience.

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Employee Signature

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Date



Teachable Moments Services Inc. (TMS) Job Description

## **Title Administrative Manager**

**Job Summary** Assists the Executive Director to implement the organization's strategic plan to meet annual goals and objectives. Participates in the recruitment and selection of staff; coordinates training and provides ongoing supervision. Evaluates program policies.

### **Key Duties and Responsibilities**

1. In collaboration with the Management Team, develops, implements and evaluates organization goals, objectives, policies and procedures. Monitors activities to ensure the required standards are maintained. Identifies both physical and program needs. Plans with staff for changes.
2. Responsible for maintaining, improving and developing the corporate service functions of the organization (i.e. Human Resources-HR, Finance, Administration, Systems, Facilities & Equipment).
3. Sourcing, purchasing and overseeing contracted corporate service functions.
4. Performs budgeting tasks with support of Administrative Assistant and contracted accountants/payroll providers.
5. Designated Privacy Officer; provides quality assurance in relation to record keeping and information technology.
6. Performs information technology tasks to maintain the organization's server and website.
7. Performs other related duties as required.

### **Qualifications**

#### *Education and Knowledge*

Diploma in a related management and administrative areas.

#### *Training and Experience*

Five (5) years recent related experience, including one (2) years supervisory and administrative experience.

Or an equivalent combination of education, training and experience.

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Employee Signature    Date



# Teachable Moments Services Inc

## Job Descriptions

### Title

## **RESIDENCE COORDINATOR**

### Job Summary

Oversees the day-to-day operations of a residence, provides ongoing supervision of staff and evaluates program policies.

### Key Duties and Responsibilities

1. Develops, implements and evaluates residence goals, objectives policies and procedures and ensures the required standards are maintained. Identifies both physical and program needs of the residence to appropriate authority. Plans with staff for changes.
2. Schedules, supervises and evaluates residence staff and monitors daily operations. Assists in recruiting and selecting of staff and provides guidance, training and orientation on policies, procedures, techniques, report preparation or other matters arising in the residence. Identifies the needs of staff for professional development.
3. Works as a residence worker (Senior) performing the duties as required.
4. Provides leadership, guidance and participates with staff, families and others in planning and providing client plans, case conferencing, case management and the preparation of related documents and reports. Completes personal service plan for client.
5. Monitors, authorizes and allocates expenditures within the operating budget established for each month and assists senior management in preparing the budget. Prepares and maintains related documentation.
6. Liaises with the community, government, families, officials, professionals, and organization staff and promotes community involvement in the program.
7. Ensures the cleanliness, safety, security and maintenance of the residence (including assigned vehicles) in accordance with established standards either directly or through delegation to staff.
8. Coordinates with the Business Manager to arrange for necessary repairs and maintenance that is beyond the established budget, the capacity and/or the scope/ability of staff to perform.
9. Maintains the residence's inventory of supplies; maintains the residence petty cash fund.
10. Will be scheduled for On Call at standby rates (1 hours pay for every four hours standby) to perform the duties of the On Call Supervisor (see related job description). Scheduling may be for up to 24 hours in a shift and could include 2 consecutive shifts (i.e. 48 hours) every second weekend or other days not otherwise scheduled to work.
11. Performs other related duties as required.



# Teachable Moments Services Inc Job Descriptions

## **Qualifications**

### *Education and Knowledge*

Diploma in a related human / social service field.

### *Conditions of Employment*

Maintain class 5 driver's license

Maintain standard First Aid and CPR Certifications

### *Training and Experience*

Three (3) years recent related experience, including one (1) year supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

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Employee Signature

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Date



# Teachable Moments Services Inc

## Job Descriptions

### Title

## **RESIDENCE WORKER, SENIOR**

### Job Summary

Assists the Residence Coordinator in providing orientation, training, work direction And guidance to residence workers. Assists clients to live successfully in residential settings such as group homes. Ensures that clients' physical, emotional, social, educational, medical needs are met. Assists clients to enhance quality of life with activities of daily living and the development of life skills.

### Key Duties and Responsibilities

1. Assists the supervisor in providing orientation, training, work direction and guidance to residence workers by performing duties such as clarifying program policies, reviewing work, and scheduling residence workers. Provides input to residence workers' performance evaluations.
2. Oversees the operation of the residence in the absence of the Residence Coordinator or as directed.
3. Participates in the assessment, goal setting and program planning (Personal Service Plan) for individuals living in a residence. Documents, implements and provides input into the evaluation of the program.
4. Provides life skills training such as meal preparation, housekeeping, personal care skills and personal finance and implements personal service plans.
5. Assists clients with activities of daily living such as feeding, lifts, transfers, hygiene, grooming and toileting.
6. Participates in various client-focused activities in accordance with care plans.
7. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to ensure no harm comes to the client and/or the public. Reports problems to the supervisor.
8. Administers medication to clients in accordance with established policy.
9. Assists with case management by identifying potential problems and reporting any difficulties. Provides input to counsellor, professional with regard to the development of appropriate program plans to achieve residents' objectives. Contributes to the evaluation of residents' progress and prepares reports.
10. Provides emotional support and feedback to residents and their families.
11. Transports and assists residents to appointments, shopping or leisure activities.
12. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, shopping, cleaning equipment and food services.
13. Maintains reports such as statistics, logbooks, daily activities on residents.
14. Identifies social economic, recreational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
15. Will be scheduled for On Call (see related job description) in 12 hour Shifts at standby rates (1 hours pay for every four hours standby) for up to 24 hours (i.e. 2 consecutive shifts) on days when not otherwise scheduled to work.
16. Performs other related duties as required.



## Teachable Moments Services Inc Job Descriptions

### **Qualifications**    *Education and Knowledge*

Diploma in a related human / social service field.

### *Conditions of Employment*

Maintain class 5 driver's license

Maintain standard First Aid and CPR Certifications

### *Training and Experience*

Three (3) years recent related experience, including one (1) year supervisory or administrative experience

Or an equivalent combination of education, training and experience.

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Employee Signature

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Date





# Teachable Moments Services Inc Job Descriptions

**Title****ON CALL SUPERVISOR****Job Summary**

Is on standby (paid 1 hour for every 4 hours scheduled) to respond to emergency situations in any residence. Able to perform as a support worker in the residence or community as required.

**Key Duties and Responsibilities**

1. During the on call periods scheduled, is available to answer phone calls or text messages from staff working at any residence.
2. Responds to inquiries by providing immediate assurance and direction. Clarifies the situation and works with staff to determine if there is a need to go to the residence (or other location) to assist staff while they are supporting a client who is in crisis. Identifies options, approaches and collaborates to determine and agree upon a solution that should address an urgent need.
3. If required, reports to the residence (or other location) and is prepared to work as a residence worker (Senior) performing those duties as required while residence staff continue to support the client in crisis.
4. Evaluates the need and, if required, calls in other staff to address ongoing support (i.e. any required support greater than a 4-hour duration)

**Qualifications**

*Residence Coordinators or Residence Senior Workers are eligible for on call provided they have maintained current knowledge of the persons served in each residence and the plans procedures and practices in place to address their needs.*

***Training and Experience***

Three (3) years recent related experience, including one (1) year supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

Maintains current knowledge of persons served in each residence and the plans, procedures and practices in place to address their needs.

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Employee Signature

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Date



# Teachable Moments Services Inc

## Job Descriptions

Title

### **RESIDENCE WORKER**

#### **Job Summary**

Assists clients to live successfully in residential settings such as group homes. Ensures that clients' physical, emotional social, educational, medical needs are met. Assists clients to enhance quality of life with activities of daily living and the development of life skills.

#### **Key Duties and Responsibilities**

1. Participates in the assessment, goal setting and program planning (Personal Service Plan) for individuals living in a residence. Documents, implements and provides input into the evaluation of the program.
2. Provides life skills training such as meal preparation, housekeeping, personal care skills and personal finance and implements personal service plans.
3. Assists clients with activities of daily living such as feeding, lifts, transfers, hygiene, grooming and toileting. This may include transfer of function duties such as gastrostomy feeding, tracheostomy management, and suction and bowel management.
4. Participates in various client-focused activities in accordance with care plans.
5. Recognizes, analyzes and deals with potential emergency situations such as clients' aggressive behaviour to ensure no harm comes to the client and/or the public. Reports problems to the supervisor.
6. Administers medication to clients in accordance with established policy.
7. Assists with case management by identifying potential problems and reporting any difficulties. Provides input to counsellor, professional, with regard to the development of appropriate program plans to achieve residents' objectives. Contributes to the evaluation of residents' progress and prepares reports.
8. Provides emotional support and feedback to residents and their families.
9. Transports and assists residents to appointments, shopping or leisure activities.
10. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, shopping, cleaning equipment and food services.
11. Maintains reports such as statistics, logbooks, daily activities on residents.
12. Identifies social, economic, recreational and educational services in the community that will meet clients' needs. Maintains liaison with other agencies, professionals, government officials and the community.
13. Performs other related duties as required.



## Teachable Moments Services Inc Job Descriptions

### **Qualifications**

#### *Education and Knowledge*

Certificate in a related human / social service field.

#### *Conditions of Employment*

Maintain class 5 driver's license

Maintain standard First Aid and CPR Certifications

#### *Training and Experience*

One (1) year recent related experience.

Or an equivalent combination of education, training and experience.

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Employee Signature

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Date



# Teachable Moments Services Inc Job Descriptions

## Title

## **ASLEEP RESIDENTIAL NIGHT ATTENDANT**

## Job Summary

Sleeps through the night, waking only to attend to unusual circumstances.  
Aids with morning and evening routines.

## Key Duties and Responsibilities

1. Sleeps through the night hours but is required to wake to attend to unusual night-time needs that arise with the residents.
2. May support residents with their morning and evening routine such as washing, brushing teeth, combing hair and assisting the residents in the preparation of their breakfast.
3. Administers medication to residents in accordance with established policy.
4. Responds to emergencies in accordance with established policies and procedures.
5. Reads and completes related records such as log books, charts and incident reports.
6. Secures the building by arming alarms and locking doors and windows.
7. Performs other related duties as required.

## Qualifications

### *Education and Knowledge*

Grade 12

### *Conditions of Employment*

Maintain standard First Aid and CPR Certifications

### *Training and Experience*

Three (3) months recent related experience.

Or an equivalent combination of education, training and experience.

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Employee Signature

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Date



Teachable Moments Services Inc. (TMS) Job Description

**Title RESPITE (RESIDENCE) WORKER**

**Job Summary** Assists supported individuals to live successfully in a temporary residential setting away from the individuals' usual place of residence. Ensures that supported individuals' physical, emotional social, educational, medical needs are met. Assists supported individuals to enhance quality of life with activities of daily living and the development of life skills.

**Key Duties and Responsibilities**

1. Participates in the assessment, goal setting and program planning (Personal Service Plan) for individuals living in a residence. Documents, implements and provides input into the evaluation of the program.
2. Provides life skills training such as meal preparation, housekeeping, personal care skills and personal finance and implements personal service plans.
3. Assists supported individuals with activities of daily living such as feeding, lifts, transfers, hygiene, grooming and toileting. This may include transfer of function duties such as gastrostomy feeding, tracheostomy management, and suction and bowel management.
4. Participates in various client-focused activities in accordance with care plans.
5. Recognizes, analyzes and deals with potential emergency situations such as supported individuals' aggressive behaviour to ensure no harm comes to the client and/or the public. Reports problems to the supervisor.
6. Administers medication to supported individuals in accordance with established policy.
7. Assists with case management by identifying potential problems and reporting any difficulties. Provides input to counsellor, professional, with regard to the development of appropriate program plans to achieve residents' objectives. Contributes to the evaluation of residents' progress and prepares reports.
8. Provides emotional support and feedback to residents and their families.
9. Transports and assists residents to appointments, shopping or leisure activities.
10. Performs residence maintenance and housekeeping duties such as laundry, sweeping, mopping floors, mowing lawns, inventory, shopping, cleaning equipment and food services.
11. Maintains reports such as statistics, logbooks, daily activities on residents.
12. Identifies social, economic, recreational and educational services in the community that will meet supported individuals' needs. Maintains liaison with other agencies, professionals, government officials and the community.
13. Performs other related duties as required.

**Qualifications**

*Education and Knowledge*

Certificate in a related human / social service field.

*Conditions of Employment*

Maintain class 5 driver's license, in good order  
Maintain standard First Aid and CPR Certifications  
Subject to the requirements of the *Criminal Records Review Act*

*Training and Experience*

One (1) year recent related experience.  
Or, an equivalent combination of education, training and experience.

Note: in specific circumstances the support worker may be treated as a dependent contractor; tax and CPP exemptions may apply (refer to CRA interpretation bulletin)

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Employee Signature    Date



Teachable Moments Services Inc. (TMS) Job Description

## **Title BUILDING MAINTENANCE WORKER**

**Job Summary** Performs maintenance & repairs related to buildings, grounds and equipment (including vehicles), in one or more areas such as electrical, plumbing, painting and grounds-keeping.

### **Key Duties and Responsibilities**

1. Establishes, monitors, and carries out preventative maintenance procedures and schedules for buildings, equipment and grounds. Ensures building and equipment (including vehicles) meet all safety, security and fire regulations and policies. Makes recommendations for major repairs and purchases to supervisor (Administrative Manager).
2. Performs carpentry, electrical, painting, mechanical and plumbing maintenance and repairs such as repairing furniture, constructing shelves, installing switches, replacing plugs and other basic appliance repairs, applying paint and other finishes, repairing drywall, disassembling and reassembling equipment, replacing sinks and toilets and applying finishing material such as linoleum.
3. Monitors work performed by contractors, prepares estimates of labour and material costs, contacts external contractors and trades people to obtain quotes and arranges for major repairs and maintenance work.
4. Cleans external areas such as entranceways, sidewalks and parking lots using manual and power brooms, rakes, shovels and other equipment to remove dirt, leaves, snow and other refuse. Performs gardening and lawn maintenance tasks such as mowing, weeding, pruning and watering.
5. Performs monthly inspections on all vehicles.
6. Coordinates and conducts joint residence inspections (with Residence Coordinators and/or other staff) each month to ensure each residence is inspected every second month. Coordinates joint inspections with external expert according to established policy and schedules.
7. Completes and maintains related records such as maintenance logs and incident reports.
8. Transports equipment, furniture and supplies manually and/or using aides such as dollies and carts. Operates a motor vehicle to pick up and move goods and supplies.
9. Performs other related duties as required.

### **Qualifications**

#### **Education and Knowledge**

Grade 10, plus related vocational training such as a building maintenance course.

#### **Training and Experience**

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

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Employee Signature    Date



# Teachable Moments Services Inc Job Descriptions

## Title

## **ACTIVITY WORKER**

### **Job Summary**

Plans, organizes, implements, and evaluates community-based recreational, social and/or educational activities. Encourages and facilitates clients' participation in activities.

### **Key Duties and Responsibilities**

1. Plans, organizes, implements, and evaluates community-based recreational, social and/or educational activities to meet clients' needs.
2. Encourages and facilitates clients' participation in activities; provides guidance and instructions.
3. Monitors and observes clients' behaviour. Report problems to the supervisor.
4. Provides skill-building to clients such as life skills and social skills; models appropriate behaviour.
5. Ensures the safety of clients. Responds to emergencies in accordance with established policies and guidelines.
6. Participates in the development of individual activity plans.
7. Accompanies and/or transports clients to activities.
8. Administers medication as required in accordance with established guidelines, procedures and instructions.
9. Maintains related records and statistics and produces reports as required.
10. Maintains liaison with clients' families, other community service providers and professionals.
11. Performs other related duties as required.

### **Qualifications**

#### *Education and Knowledge*

Certificate in a related human / social service field or recreation course.

#### *Conditions of Employment*

Maintain class 5 driver's license

Maintain standard First Aid and CPR Certifications

#### *Training and Experience*

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

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Employee Signature

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Date



# Teachable Moments Services Inc Job Descriptions

## **Title**

## **SCHOOL AGED CHILD WORKER**

## **Job Summary**

Delivers child care programming to school aged children, including children with special needs. Develops and implements developmentally appropriate educational and recreational activities for children in before and after school programs including school holidays.

## **Key Duties and Responsibilities**

1. Plans, carries out and evaluates age-specific activities for children in the centre or in the community. Develops daily schedules that include indoor/outdoor, active/quiet and individual/group activities. Monitors children's conduct and ensures their safety.
2. Develops individualized and group programs depending on children's needs. Recommends referrals or additional services for children with professionals such as behavioural therapists, occupational therapists and speech language pathologists.
3. Provides behavioural intervention and support for children to assist in the development of their physical, cognitive, emotional and social skills.
4. Reports on progress, behaviours of children and other outstanding issues. Maintains required records and statistics.
5. Participates in short and long term planning and evaluation of school aged child care programs offered by the organization. Provides recommendations for change to the supervisor.
6. Attends to children's special and physical needs such as toileting, eating and transferring.
7. Ensures a healthy and safe environment in which the children can interact. Observes and removes potential hazards.
8. Administers first aid and medication as required.
9. Communicates with families about children's growth and development. Requests input from and participation of parents in the development of programs. Confers with parents with regard to unusual or problematic issues.
10. Performs other related duties as required.





## Teachable Moments Services Inc Job Descriptions

### **Qualifications**

#### *Education and Knowledge*

Grade 12, plus post-secondary training in child care or a related field of up to one (1) year.

#### *Conditions of Employment*

Maintain class 5 driver's license

Maintain standard First Aid and CPR Certifications

#### *Training and Experience*

Six (6) months recent related experience.

Or an equivalent combination of education, training and experience.

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Employee Signature

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Date