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**Job Title: Community Support Manager II**

The vision and goal of Community Inclusions Ltd. is to support the person with an intellectual disability in important life experiences including the following: Have a physical presence in the community; Being involved with community activities/groups; Having personal relationships and friends; Learning and developing skills and abilities; Making decisions – taking control; and being respected – having a good reputation.

**POSITION:**

- Non Union position
- 37.5 Hours/wk as outlined in the Management Manual
- Salary as outlined in the Management Manual

**ACCOUNTABILITY:**

**Reports to:** Executive Director, Community inclusions Ltd.

**Works with:** Executive Director, HR Coordinator, Office Manager, Community Support Manager I, Employment Counsellor, Residential Support Manager I, Residential Coordinator, and other Agency staff.

**Liases with:** Department of Social Development and Housing; AccessAbility Supports; other Agencies/services, Associate/Families of Clients, and the public.

**Overview:**

The Community Support Manager II is a collaborative and experienced professional who will provide leadership and management to day service programs. This individual is responsible for overseeing the delivery of a broad range of programs for our clients by providing mentorship, direction, and support to the Community Support Worker staff.

As an organization, we are responsible for ensuring that the clients’ physical, emotional, social, vocational needs are being met and ensure that the clients we serve are provided the opportunity to be empowered through supports provided by Community Inclusions Ltd.

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This position is responsible for overseeing care plans, ensuring the implementation of them, monitoring their effectiveness, and providing support for employees, clients, and their families to ensure their success.

This position also oversees the day-to-day operations of the organization's social enterprise, Maple House Bakery & Café, working along side the bakery and café manager including filling in when necessary.

**DUTIES:**

- Manage the following services including but are not limited to:
  - Support and advocate on behalf of persons with intellectual disability who are part of your department's case load.
  - Case management plans implementation and reporting
  - Individual community involvement & integration
  - Health/nutrition, family involvement
  - Vocational programs.
- Provide leadership to staff who work with adults with developmental disabilities.
- Regularly connect with parents, caregivers, social workers, and healthcare professionals
- Ensure that site staff understand and effectively implement programs.
- Support on site day programming while continuously striving to increase community inclusion and participation.
- Assist in securing community involvement and providing follow up coordination, monitoring and support. This includes providing transportation, client scheduling, billing, lunch programs, etc.
- Attend and participate in staff meetings as required.
- Prepare monthly, quarterly and annual reports for internal and external reporting purposes. Ensures activities and services are carried out within budgetary guidelines.
- Monitoring and recording staff time sheets, sick leaves, vacation, mileage claims, financial deposits, approving and submitting payroll and mileage, etc.
- Monitor and recording client attendance, training allowances, etc.
- Maintain staff files, client files, proper records of long-distance calls, petty cash expenditures and other on-site administrative duties.
- Completing performance reviews with staff.

**Bakery & Café Responsibilities:**

- Assisting the bakery and café manager in the day to day duties and responsibilities
- Filling in when necessary, working cash, prepping, maintaining good customer service.
- Assisting in inventory and ordering supplies
- Attending meetings and assisting in hiring.
- Completing weekly, monthly and annual documentation relevant to the operations.
- Assisting in the training of staff

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**Required Knowledge, Skills and Abilities**

1. Ability to prepare accurate and comprehensive written reports.
2. Demonstrated ability to develop strong collaborative relationships, work effectively as part of a team, use good judgment, manage conflicts constructively, work with a high degree of independence and be accountable for results.
3. Demonstrated proficiency in planning work and organizing its completion, working under pressure, coping with distractions, adapting to changing circumstances. Ability to deal with regular, routine tasks with limited supervision.
4. Demonstrated ability to develop supportive relationships with a range of individuals, and to be sensitive and understanding of their social realities and lifestyles.

**Qualifications, Education and Experience**

1. A certification in human services or a related discipline, combined with two (2) years recent experience working in programs with vulnerable adults, and their families/caregivers, preferably in residential, community care, licensed or foster home setting.
2. Managerial experience may be considered as an asset.
3. Understanding of the social enterprise, the Maple House Bakery & Café would be an asset.
4. An equivalent combination of education(s) and experience may be considered.
5. Demonstrated proficiency in Microsoft Office, Excel and Outlook.

**REQUIREMENTS:**

1. Provide a satisfactory Criminal Vulnerable Sector Check.
2. A valid Driver's License and a suitable driver's abstract obtained from the Department of Motor vehicles.
3. Two-million-dollar liability insurance.
4. CPR and First Aid Certifications.
5. Food and Safety
6. Flexible work schedule based on 37.5 working hours per week. Hours to be determined by the Employer. Some weekends and evenings may apply depending on the operational needs.

**PAY SCALE: \$ 47,853 to \$58,500**

**Acknowledgement of receipt by Employee**

I have read, I understand, and I agree with this job description. I also recognize that the job description can be changed at any time, by management, according to the needs of the business. I also understand that the employer can request a new signature, following modification of my job description.

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

Employer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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