



## Parental Care Supervisors

Occupational Family/Code – Human Services: HPC

Profile created: 1998 11

Profile updated: 2006 12

Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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There are many facets to the position of Parental Care Supervisor (PCS), depending on the type of facility where it is stationed. These facilities may be residential, custodial, or therapeutic. In many instances the PCSs have the responsibility for the entire facility; in others they are part of a team of workers providing an integrated program. Generally, they provide security and care for youth or children. These young people are at various stages of physical and emotional development. They may exhibit behaviours which are consistent with those of youth affected by alcohol/drug addition, abusive environment/ lifestyles and/or other influencing factors. This position may be required to provide emotional support to residents experiencing trauma or impulses to self-harm. The position is required to observe behaviours/situations and accurately report these to other members of the case management team. The position typically involves night work.



## Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

### Acts/Regulations/ Legislation

- Knowledge of applicable procedures, policies, regulations and legislation. **(Learn)**
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### Theories/Principles

- Knowledge of physical and emotional development of adolescents. **(Bring)**
  - Knowledge of child abuse affects. **(Bring)**
  - Knowledge of multi-cultural beliefs, values and perspectives with particular emphasis on First Nations and Metis. **(Learn)**
  - Knowledge of crisis intervention techniques. **(Learn)**
  - Knowledge of human resource management practices, including strategies to recruit, support and sustain a diverse workforce. **(Bring - Supervisor only/Learn)**
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## Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

### Communication

- Ability to organize, present and record information in a clear, concise, complete, accurate and timely manner which allows others to understand the reasons for a decision/recommendation or the need for further action. **(Bring)**

*Personal attributes which may link with this skill statement include: client service oriented...*

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### Leadership

- Ability to recruit, select, train and/or monitor personnel to ensure compliance with expectations, responsibilities and standards of work performance. **(Learn)**

*Personal attributes which may link with this skill statement include: compassionate/supportive, empathetic, team player...*

- Ability to guide and coach a diverse group of employees, that results in a team that can meet its goals and objectives, while maintaining a healthy, productive, respectful and safe work environment that is free of discrimination.

**(Bring - Supervisor only/Learn)**

*Personal attributes which may link with this skill statement include: respectful, supportive, empathetic...*

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### Problem Solving

- Ability to analyze and resolve complex issues, both independently and as part of a team, when responding to potentially threatening behaviours. **(Bring)**

*Personal attributes which may link with this skill statement include: client service oriented, team player/facilitator, goal oriented...*



- Ability to develop, assess and consider options for addressing urgent client situations and implement solutions which reduce client risks. **(Learn)**

*Personal attributes which may link with this skill statement include: goal oriented, empathetic...*

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### Interpersonal

- Ability to develop and maintain open and honest work relationships with a challenging and diverse range of individuals. **(Bring)**

*Personal attributes which may link with this skill statement include: compassionate/supportive, empathetic...*

- Ability to recognize and value cultural differences when considering client needs. **(Bring)**

*Personal attributes which may link with this skill statement include: compassionate/supportive, empathetic...*

- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring - Supervisor only/Learn)**

*Personal attributes which may link with this skill statement include: welcoming, objective, understanding...*

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### Team/Independence

- Ability to work independently, interdependently, and participate as a contributing member of a variety of teams within the workplace. **(Bring)**

*Personal attributes which may link with this skill statement include: team player/facilitator, goal oriented...*

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### Organizational

- Ability to independently plan and balance diverse and conflicting workload pressures in a timely manner, accomplishing program goals while meeting client needs. **(Bring)**

*Personal attributes which may link with this skill statement include: client service oriented, goal oriented...*

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### Analytical

- Ability to understand and use legal authority and provide the rationale for decisions and actions. **(Learn)**

*Personal attributes which may link with this skill statement include: goal oriented...*

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### Technical

- Ability to access, retrieve, and process information in an accurate and timely manner. **(Bring)**

*Personal attributes which may link with this skill statement include: goal oriented...*

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### Safety/Stress/Security

- Ability to recognize symptoms of stress and take steps to minimize their impact. **(Bring)**

*Personal attributes which may link with this skill statement include: compassionate/supportive, empathetic...*

- Ability to recognize potential risks to the safety and well-being of clients, staff and community. **(Bring)**

*Personal attributes which may link with this skill statement include: compassionate/supportive, empathetic...*

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## Personal Attributes

### (Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

### Personal attributes for the Parental Care Supervisors include:

#### To Be...

- client service oriented in order to effectively meet needs in a timely conscientious manner
- team player/facilitator in order to encourage an environment that fosters effective results in teams
- goal oriented in order to complete tasks in a timely, efficient and orderly manner
- compassionate/supportive of others in order to assist people to develop confidence, overcome obstacles and to achieve personal goals
- empathetic in order to build trusting relationships and provide quality service
- respectful
- objective
- equitable
- welcoming
- open-minded
- understanding
- accommodate individual differences
- flexible

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