



ABOUT US

Turning Leaf is a non-profit, charitable organization that provides person-centered crisis and treatment services to low and high-risk vulnerable and marginalized individuals living with mental illness and intellectual challenge in our community. Turning Leaf's support is customized to every individual's needs and risk level. We offer crisis-intervention and treatment services, community support, day program services, residential support (including emergency housing, 24-hour homes, cluster housing, and home share), a harm reduction program, clinical services, indigenous services and more.

We are proud to be recognized as one of Manitoba's Top Employers of 2025. This honour distinguishes Turning Leaf as a leader in our industry, and as one of the top places to work in the province.

WHO WE SUPPORT

The participants of our programs are often deeply impacted by their circumstances which can become barriers to living safely and independently in the community. Trauma, homelessness, poverty, addictions, discrimination, sexual exploitation, societal stigmas, and lack of access to resources are some of the barriers our participants face every day.

MAKE AN IMPACT

Being a part of the Turning Leaf team means you will have the opportunity to make a direct and positive impact on people's lives every day. The work is challenging in all the best ways and deeply rewarding. Many of our employees say they have found their life's purpose while working here.

Turning Leaf provides ongoing, meaningful training to ensure we remain an industry leader and that our employees have the skills and confidence to be successful in their careers. We are an organization that pledges to uphold a workplace culture of diversity, equity, inclusion, compassion, and respect.

We are growing more and more all the time, and we are always hiring. If you feel called to be a part of the Turning Leaf team, please apply today.

New Hire Incentive Program: Full/Part-Time new hires will receive a \$200 bonus after six months of employment.

JOB SUMMARY

Turning Leaf Services' Community-Based Treatment program is designed to provide person-centered supports to persons living with intellectual challenge, developmental disability and/or mental illness.

Reporting to Senior Clinical Case Managers and the Director of Community-Based Treatment, the Clinical Case Supervisor is responsible for the operations of all Community Support and Day Program services provided to all Turning Leaf participants within their assigned region.

Specifically, the Community Clinical Case Supervisor is responsible for overseeing the treatment/support service, management, and ensuring that program objectives and individual support plans/contracts are delivered and developed and maintained according to organizational standards.

ESSENTIAL REQUIREMENTS

- Cover letter and updated resume
- 18 years of age or older
- Available anytime 40 hours per week (Full time)
- Clear Criminal Record Check with Vulnerable Sector Check and Adult Abuse Registry Check (no older than six months)
- Child Abuse Registry Check (no older than three months)
- Valid Standard First Aid / CPR Certification
- Valid Drivers license with access to a reliable vehicle
- Completion of Post-Secondary Education in a human services field
- Minimum of three years' experience providing service to intellectually challenged adults and those experiencing mental illness, preferably in Case Management or a Supervisory role
- Experience developing behavioural plans, and individual / organizational risk management
- Experience working with individuals struggling with addictions
- Experience working with individuals with FASD, Schizophrenia, ODD, or Acquired Brain Injury
- Knowledge of Indigenous Culture and the history of Indigenous persons in Canada
- Knowledge of intergenerational trauma and experience using a trauma-informed approach
- Dedication to continuous professional development
- Three employment references

QUALITIES AND QUALIFICATIONS

Turning Leaf's Clinical Case Supervisor for Community-Based Treatment must be able to handle interpersonal relationships judiciously, empathetically, and professionally while executing their responsibilities and providing Turning Leaf's person-centered supports.

Additional required attributes include:

- Strong attention to detail, organization, task tracking and follow up.
- Ability to handle multiple projects and priorities in a professional and timely manner.
- Self-starter and proactive approach in resolving problems and issues. Ability to work independently and remain self-motivated.
- Excellent oral and written communication skills, with ability to write detailed reports.
- Extensive knowledge of intellectual disabilities, mental health disorders and addictions
- Ability to incorporate clinical literature pertaining to the population into practical approaches with participants and the ability to analyze and interpret data.
- Ability to create and deliver training, provide ongoing oversight and coaching to a staff team.
- Ability to interact with all levels of personnel. Proficient in working cooperatively with multiple departments and other Managers.
- Commitment to treating all persons with dignity and respect.

SUMMARY OF JOB DUTIES AND RESPONSIBILITIES

Administration and Documentation:

- Oversee the scheduling of the support team ensuring that the schedule adheres to the approved budget for support hours
- Participate in the amenability/intake/transition process of new participants to the program.
- Acquire and review daily staff logs and as-needed incident reports.
- Attend supervision meetings and planning meetings as required. Collaborate with all collaterals and stakeholders involved in a participant's support network.
- When necessary, oversee the financial management of participant funds and maintain accurate records of such financial management in collaboration with support staff.
- Oversee and maintain an awareness of the cumulative health care of the participant (including general practitioner, dentist, ear and eye specialists, and psychiatrist appointments).
- Maintain up-to-date paper and electronic files on participants (static and dynamic information).
- Participate in the ongoing recruitment, selection, supervision, and monitoring of Community Support staff, including administering and documenting annual and ad-hoc performance reviews
- Acquire, approve, and submit bi-weekly timesheets and claimed mileage for all staff
- Maintain accurate records of all financial processes within the regional office, Day Program, and Community Support Program.
- Oversee the maintenance & upkeep of company buildings and vehicles, where applicable
- Other duties as assigned

Support Supervision:

- Employing a person-centered approach, work with Community Support staff to engage with their participants on a regular basis, as per the approved funding proposal.
- Attend critical medical, psychiatric, probation, case planning, and systems meetings
- In consultation with Support Team and using available data pertaining to the participant, develop an individualized profile, support plan, and safety plan for each participant. Review and update all plans as directed.
- Develop, plan, and implement recreational, vocational, and life skills Day Service programming designed to address participant needs and interests. This entails the written preparation of a program outline, and session plans which will describe in sufficient detail the session purpose and objective, resources required, and time allocated.
- Implement and oversee recreation/leisure/daily activity programs for Community Support participants as required.
- In conjunction with support team, engage participant in a process of goal setting, planning and acquisition as it pertains to living safely and independently in the community
- Assist staff with or direct a process of safety plan development
- When appropriate, participate in regular support team meetings
- In collaboration with participant support team, address needs pertaining to participant transition as necessary
- When deemed appropriate by the support team, be responsible for the planning and implementation of transition of participants to other programs within or outside of Turning Leaf
- Implement recreation/leisure programs and oversee the non-crisis management activities for participants as required

- Supervise and schedule (as needed) community support workers with assigned participants
- Assist the Community Support Workers with problem solving around providing direct service to their participants

Reporting:

- Adhere to the reporting expectations of the funding body for each individual within the case load
- Submit formal standardized written incident reports to Director of Supported Independent Living following an incident with the participant
- Report at-risk participant activities verbally (including via telephone) and in writing to the Senior Community Case Manager/Director
- To attend all psychiatric medication review appointments, neurological appointments, critical probation appointments, supervision meetings, planning meetings and all other necessary appointments
- Ensure that the support team is aware of how to connect daily and be available to respond to crisis/emergencies as required
- To provide after-hours guidance (emergency on call)
- Maintain up-to-date files on participants (static and dynamic information)
- Maintain semi-annual reports on participants
- Acquire monthly reports and staff logs
- Other duties as assigned

BENEFITS

- Salary paid
- Health Benefits immediately
- GRRSP Program (optional)
- Paid Wellness Time
- Bereavement and Compassionate Care Time
- Mileage Reimbursement (when applicable)
- Employee Assistance Program (EFAP)
- 15 days vacation

HOW TO APPLY

Applicants can express their interest by submitting a cover letter that clearly demonstrates why they are the ideal candidate (cover letters must cite specific examples congruent with the posting requirements) along with their résumé to careersmb@tlservices.ca

Turning Leaf welcomes applications from people with disabilities. Applicants with disabilities may request reasonable accommodation relating to the materials used and/or activities throughout the application and selection process. We thank all applicants, but only those being considered for an interview will be contacted.

Turning Leaf Support Services is committed to fostering and upholding an inclusive workplace that reflects the diversity of the communities we serve, including Indigenous Peoples. We believe in creating opportunities for everyone to thrive by embracing diverse perspectives, experiences, and identities. We encourage candidates from Indigenous communities, minoritized groups, underrepresented groups, and all walks of life to bring their unique talents to our team.