

Internal/External Job Posting #355
Full Time Supervisor of Support & Services

Position Type:	Full Time
Hours of Work:	Flexible / 80 hours bi-weekly
Initial Locations:	The ability to work days, evenings & weekends is a requirement Campbellford, Warkworth, Cobourg, Brighton & Surrounding Areas (Flexible)
Benefits Package:	Paid Time Off (Vacation, Sick & Comp), Group Insurance Benefits (Extended Health Care, Dental, Vision, AD&D, Life Insurance, Dependent Life Insurance & Long Term Disability), Employee Assistance Program and 3% RRSP matched contributions by the Organization
Date Posted:	August 18, 2026
Application Deadline:	August 31, 2026 – 4:00 p.m.

Position Summary:

Inclusion Northumberland is a non-profit organization that provides support and services to people with developmental disabilities that promotes opportunities for personal growth within their community. We are a Nationally Accredited organization and have maintained our Accreditation standing since 2000 in each of our quality reviews facilitated by the Council on Quality Leadership.

This is a dynamic and challenging position suited for a person with strong confidence in their supervisory, organizational and communication skills. The successful candidate will be responsible for coordinating and supervising support within supported group living and community based services. This role assists in ensuring compliance with all relevant legislation, Organizational policies and procedures, while fostering a person-centered approach and aligning all services with the Organization's Mission, Vision, Values and Principles. They will demonstrate a comprehensive understanding of the Developmental Services Sector, Personal Outcome Measures and all relevant legislation and regulations, including but not limited to the Employment Standards Act, Quality Assurance Measures, our Collective Agreement, Controlled Acts, Fire Code and Occupational Health & Safety Act Regulations.

Summary of Responsibilities (including but not limited to):

- Ensure that all support to people receiving services are respectful of their dignity, rights and well-being at all times
- Provide day-to-day guidance, supervision and support (evening/weekend hours will be required)
- Ensure that all required support, support plans, funding applications and Personal Outcomes have been identified, facilitated and implemented for each person within your programs in accordance with their personal preferences
- Ensure the effective orientation and mentoring of new employees within your areas
- Complete employee schedules and task assignment within your areas
- Hold employees accountable to the expected standard of service & support delivery
- Problem solve to effectively and collaboratively handle issues and conflict
- Identify organizational trends/challenges and develop solutions for resolve or improvement
- Complete performance reviews and coaching sessions for all assigned employees
- Support employees with career development and advancement plans
- Coordinate regular team meetings and staff development opportunities
- Ensure completion of all necessary administrative and service delivery documentation as required by M.C.S.S and the Organization's Policies and Procedures
- Assist in Ministry Compliance reviews and ensure program compliance
- Liaise with families and other service providers
- Actively contribute as a positive and professional member of the Inclusion Northumberland Management Team
- Ensure an orderly, safe and clean work environment
- Represent the Organization on both internal and external committees, as required
- Participate in emergency On Call rotation as scheduled
- Identify and advocate for change when barriers to quality service delivery are identified
- Other duties as assigned

Education and Qualifications (including but not limited to):

Ideal candidates will have a degree/diploma from a recognized university or college in a related human services discipline or the skills and work experience diverse enough to be considered equivalent. The candidate will also have significant knowledge of/experience within a leadership role of Supported Group Living, Community Participation, Individualized Funding, Life Share, Employment, Respite and Supported Independent Living supports as well as:

- A minimum of 5 years experience working with people with developmental disabilities
- A minimum of 3-5 years of progressive leadership/supervisory experience within the Developmental Services Sector, preferably in a Supported Group Living and/or Community support role
- Demonstrated experience in supervision of multiple employees
- Strong communication abilities both written and oral
- Strong facilitation/training/presentation skills to small and large groups
- Exceptional interpersonal, organizational, and problem-solving skills
- Proficiency with information technology, including Microsoft Office 365, Inclusion Systems and AIMS
- Ability to maintain a professional attitude; ability to handle stressful situations

- Proven history of above average attendance record, above average performance and a demonstrated commitment to Inclusion Northumberland's Mission, Vision, Values and Principles
- Demonstrated experience conveying a helpful, supportive, positive and confident attitude
- Ability to maintain confidentiality and conduct work within appropriate privacy standards
- Demonstrated initiative, creativity, forward thinking and team spirit
- Ability to manage multiple tasks and competing priorities
- Ability to work both independently and as part of a team
- Experience working with diverse populations
- Demonstrated leadership and mentoring skills
- Must have a reliable vehicle for the purpose of work, a valid Ontario Class G Driver's license, an acceptable Driver's Abstract and automobile insurance coverage of at least \$1 million for third party liability
- Must have valid Standard First Aid – Level C CPR and NVCI Certification

How to Submit Your Application:

All applications should be sent marked **confidential before 4:00 p.m. August 31, 2026** including cover letter and resume to:

Emily Pomeroy, Human Resources Generalist
 Inclusion Northumberland
 65 Bridge Street East – Box 1360
 Campbellford, Ontario K0L 1L0
epomeroy@inclusionnorthumberland.ca

Inclusion Northumberland is an equal opportunity employer. As part of our ongoing commitment to the Accessibility of Ontarians with Disabilities Act, Inclusion Northumberland will provide assistance to applicants who request accommodation throughout the recruitment process.

We thank all applicants for expressing their interest; however, only those selected for an interview will be contacted.

Check us out at: www.inclusionnorthumberland.ca