

Niagara Region

Manager - Resident and Family Support Services

Long-Term Care Division | Linhaven Home

Permanent, Full-Time

Position Summary:

Job Summary

Reporting to the Associate Director, Clinical and Support Services, Senior Services, the Manager Resident & Family Support Services provides oversight and direct support for a multidisciplinary team that provides support services for residents, clients and their families within the Long Term Care Home and Seniors Community Programs. This role provides treatment, case management and counseling services in relation to the needs of clients, residents and families and responsible for the day-to-day operation of a comprehensive Mental Health program within Seniors Services.

Education

- Master's degree in social work
- Post-secondary degree in Social Work or Social Sciences or other related discipline

Knowledge

- At least 5 years clinical experience with a minimum of two of those years with specific mental health program experience
- At least 5 years of progressive clinical supervisory experience
- Clinical Supervisor experience for psychogeriatric clients an asset
- Current registration with Ontario College of Social Work
- Annual competency compliance from relevant college
- Knowledge of theory and practice related to the provision of mental health services and relevant and applicable legislation (e.g. Mental Health Act, LTCH ACTT)
- In depth knowledge of mental health conditions and best practices in clinical treatment
- Excellent communication skills, both verbal and written and knowledge of resources

Responsibilities

Supervise the Social Workers – Long Term Care and provide consult and direction to a variety of multidisciplinary teams in the Long-Term Care (LTC) homes and Seniors Community Programs (SCP) (30% of time).

- Provides clinical direction, on an ongoing basis, to staff by analyzing, managing and problem solving around the risks associated with supporting residents, clients and families with mental illness
- Consults, supports, educates and provides direction to other disciplinary teams in LTC and SCP
- Identifies client service needs (resident and family) and collaborates with other partners related to direct client service such as physicians, psychiatrists, hospital psychiatric staff and other professionals working in the mental health field
- Leads Family Advisory Council Meetings and provides support and direction on outcomes and recommendations
- Facilitate team meetings to ensure residents receive medically necessary services by reviewing staff/client caseloads, client needs and assigning work
- Plans, coordinates, monitors and controls the delivery of mental health services and programs in accordance with Agency and provincial standards, Local Health Integrated Network (LHIN) requirements and acceptable professional practices to complex psychiatric clients
- Supports the development, implementation and evaluation of curricula utilized in group counseling programs and families programs
- Ensures client records are retained in accordance with LTCH ACT and Regulations program standards for clients to receive appropriate social work treatment and support
- Participates, when requested by the director, on committees at the departmental, Regional, community and provincial level
- Implements business process and organizational improvements as required
- Assists with the preparation of reports providing information/data, analysis and recommendations related to program and policy matters for internal review as well as by the Public Health and Social Services Committee of Regional Council (PHSSC), the Ministry of Health and Long Term Care (MOHLTC) and the Local Health Integrated Network (LHIN)

Client Relations (20% of time).

- Provides counselling, treatment, and case management to clients, residents and families
- Interacts with residents, clients and families to expeditiously address complaints/inquiries, ensure customer satisfaction and improve efficiency
- Works closely with the Director and Administrator of the home to problem solve and resolve concerns / issues
- Investigates and resolves customer complaints in a timely manner that cannot be resolved at the team level
- Educates, informs and liaises with community agencies regarding programs and services

Ensures and adheres to effective processes, policies and practices that support legislative and regulatory standards, supports program operational requirements, implements physician psychiatric orders, monitors compliance with service delivery and addresses client and program issues. (20% of time).

- Assists with the development and revision of policy and procedure manuals for Seniors Services

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- Ensures staff awareness of and adherence to corporate, departmental and program policies and agency and/or provincial standards of practice as per regulatory bodies
- Liaises with community partners who provide coordinated onsite service delivery
- Develops, leads and applies continuous improvement practices
- Monitors service and makes recommendations on modifications and alternative service delivery models/procedures
- Contributes to the development of plans for new initiatives in consultation with program staff, monitoring implementation and establishing strategies towards continuous quality improvement
- Assists in the implementation of evidence based strategies, programs and activities related to mental health services
- Participates in research studies and projects when required resourcing, EarlyONs and capacity building

Manages people resource planning for the operating unit, determining ideal organizational structures, identifying desirable role and skill mix requirements and ensuring ongoing work quality and deliverability of results. (20% of time)

- Enables results with the organization's human capital strategy to foster employee engagement.
- Directs and provides leadership for the activities and coaching of direct reports, providing work direction, setting priorities, assigning tasks/projects, determining methods and procedures to be used, resolving problems, ensuring results are achieved, and managing staff recruitment, performance, and skill development activities
- Ensures alignment and coordination of activity and quality of output between teams under their direction
- Ensures focus is service excellence, communication/transparency, innovation, and data integrity and work flow integration.
- Ensures staff has the information and resources to make successful plans and decisions.
- Ensures all people related issues, including recruitment, grievances and labour relations issues, are aligned to HR and Corporate standards and practices.
- Helps to break down barriers to employee success, ensuring collaboration and cooperation with other teams within their division and department
- Ensures Occupational Health & Safety policies, programs and practices are implemented, and maintained. This includes workplace inspections, monitoring, accident reporting and investigations, and ensuring any observed hazards or lapses in the functioning of OH&S processes, and other OH&S concerns are responded to promptly.
- Ensures all individuals under supervision have been informed of hazards and instructed on the necessary risk control and emergency response measures;

Develops, manages, and administers annual and multi-year Capital and Operating budgets for the operating unit ensuring support of Council's objectives, financial transparency and accountability, monitoring budget adherence, identifying and explaining variances, and financial reporting is effectively managed in compliance with corporate financial policies (10% of time)

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- Ensure goods and services are acquired in accordance with the procurement policy.
- Authorize, and administer the acquisition of goods and services for the operating unit and direct reports in accordance with the procurement policy and procedures.

Special Requirements

- Current registration in good standing with the Ontario College of Social Workers
- In accordance with the Corporate Policy and applicable Legislation/Regulation(s), the position requires the incumbent to undergo a Police Record Check and submit a satisfactory Vulnerable Sector Check, as well as complete any subsequent declaration or check as required by legislation/Act, regulation, and/or policy
- Compliance with any requirements, including immunization and screening measures, of the infection prevention and control program as required by applicable legislation/Act, regulation or policy; some measures are only recommendations (not requirements)
 - Staff are required to be screened for Tuberculosis in accordance with the applicable legislation/Act
- Regional staff strive to enable the strategic priorities of council and the organization through the completion of their work. Staff carry out their work by demonstrating the corporate values.

Salary Range: \$121,700.00 - \$143,170.00

To Apply:

If you are looking for an opportunity to use your leadership expertise and grow your career with a progressive organization, please view the full advertisement, requirements and apply online at www.niagararegion.ca – (Job Opening #45261), before midnight on May 20, 2026.

Deadline: May 20, 2026

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

Organization Background:

Serving a diverse urban and rural population of more than 475,000, Niagara Region is focused on building a strong and prosperous Niagara. Working collaboratively with 12 local area municipalities and numerous community partners, the Region delivers a range of high-quality programs and services to support and advance the well-being of individuals, families and communities within its boundaries. Nestled between the great lakes of Erie and Ontario, the Niagara peninsula features some of Canada's most fertile agricultural land, the majesty of Niagara Falls and communities that are rich in both history and recreational and cultural opportunities. Niagara boasts dynamic modern cities, Canada's most developed wine industry, a temperate climate, extraordinary theatre, and some of Ontario's most breathtaking countryside. An international destination with easy access to its binational U.S. neighbour New York State, Niagara attracts over 14 million visitors annually, as well as a steady stream of new residents and businesses.

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At Niagara Region, we value diversity - in background and experience. We are proud to be an equal opportunity employer. We aspire to hire and grow a workforce reflective of the diverse community we serve. By doing so, we can deliver better programs and services across Niagara.

We welcome all applicants! For more information about diversity, equity, and inclusion at Niagara Region, [Diversity, Equity and Inclusion - Niagara Region](#), Ontario or email related questions to diversity@niagararegion.ca. To send input on reducing barriers in the current hiring process, please email myhr@niagararegion.ca

For the Region's full employee equity statement, [Working at Niagara Region - Niagara Region, Ontario](#).

While specific qualifications are important for certain roles, we invite individuals from diverse backgrounds to apply. Our recruiters will evaluate your suitability for the role.