



Complex Care House Manager - Job Posting

Position Title: Complex Care House Manager

Position Type: Part-time/Full-time

Wage: \$29-\$35 per hour

Posting Summary:

Pivot Point provides therapeutic homes for children and youth with complex needs in the province of British Columbia. The Complex Care House Manager plays a vital role in supporting the consistent, high-quality delivery of services to our clients. This role combines leadership and oversight to ensure all team members contribute to creating a safe, structured, and nurturing environment. The House Manager leads client-focused planning efforts, supports a multidisciplinary care team, and facilitates holistic support plans that align with Pivot Point's values. They also act as a liaison with community partners, guardians, family members, and external agencies to uphold collaborative and effective support for each individual served.

Are YOU fully familiar with Complex Care Worker job responsibilities, including completing log notes, reviewing and signing communication book entries, and communicating with team members about shift coverage?

Do YOU understand facility management principles and are you familiar with health and safety regulations relevant to residential environments?

Do YOU run and manage your OWN home with an attention to safety, cleanliness, and the optimization of yourself and others within that home?

Are YOU knowledgeable in conflict resolution and mediation techniques, and can you handle emergencies and stressful situations calmly and effectively?

Do YOU possess strong organizational and time-management skills, excellent communication and interpersonal skills, and proficiency in basic computer applications such as Google Suite and proprietary case management software?

Duties and Responsibilities:

- 1. Supervision & Leadership** - Set up and run a successful therapeutic service site / home. This entails the recruitment, supervision and development of a Complex Care team; creating a collaborative work environment, guiding quality standards, assisting with conflict resolution; working closely with the Complex Care Program Manager and your House Coordinator (assistant manager) to maintain excellence within your site.

2. **Client-Centred Support Planning** - Oversee the development of individualized support plans with input from Lead Professionals and the multidisciplinary team. Facilitate case management processes, recommend non-clinical corrective actions, and involve clinicians as needed to uphold high standards for residential care services for children and youth.
3. **Team Coordination** - Coordinate the care team to ensure assessments and plans are cohesive and client-centered, fostering clear communication and collaboration among team members, clients, families, and external agencies. Ensure staff understand their roles in providing comprehensive support, respond to emergencies (including after hours and weekends), and liaise with external consultants as needed.
4. **Staff Training & Development** - Regularly organize clinical and non-clinical training sessions to keep the team aligned with best practices and regulatory standards, and provide additional training when staff need to enhance their skills.
5. **Documentation and Administration** - Oversee compliance and documentation by managing monthly reporting for funders, maintaining accurate case files, completing Critical Incident Reports and debriefs, and ensuring adherence to CARF standards. Coordinate timesheet approvals, renewals of consents, and monitor staff onboarding, training, and disciplinary records to meet all regulatory and operational requirements.

Qualifications and Experience:

- A degree/diploma in a relevant field (e.g., career or employment development, vocational rehabilitation, social work, psychology, human services, counselling, education, or human resources management) is preferred. A two-year diploma in a relevant field with 2 years experience in the same role will be considered.
- Experience working with children and youth with complex needs.
- Knowledge of conflict resolution and mediation techniques.
- Strong organizational and time-management skills.
- Excellent communication and interpersonal skills.
- Ability to handle emergencies and stressful situations calmly and effectively.
- Proficiency in basic computer applications (e.g., Google suite, proprietary case management software).
- Preference will be given to those who have 3 years relevant related experience, including 1 year management or administrative experience (or equivalent combination of experience and education).
- Specific training in ABA and/or Mental Health interventions for children with support needs, attachment-based parenting and relationship-based interventions and trauma informed practice is preferred.
- MANDT certification is mandatory.
- Valid First Aid Certificate is mandatory.

Working Conditions

- Work is primarily performed in a residential setting (on site 20 hours each week).
- Must be able to walk, stand, and move around the facility frequently and to lift and carry items up to 25 pounds.
- Must be available for on-call duty to handle emergencies and urgent issues outside of regular working hours.
- Must have a full Class 5 drivers licence and working vehicle with adequate insurance

Why join the Pivot Point team?

Pivot Point specializes in ***intensive therapeutic interventions*** for children, teens and adults with Autism and other diverse abilities. This might be YOUR opportunity to join a comprehensive clinical team in your community, so you can move YOUR career to the next level.

If you have a passion for helping individuals with diverse abilities and highly complex care needs, join Pivot Point so we can work together to create positive change!

To apply, please visit <http://pivotpoint.ca/apply-now> to upload your resume and submit an application.