



Assistant Manager – NAVA Home

Job Summary

The Assistant Manager (A.M.) provides supervisory leadership within staffed homes, with a primary focus on weekend operations and environments involving behavioural complexity.

This role ensures stability, safety, and consistent implementation of behaviour support strategies during times when senior leadership may not be immediately onsite. The A.M. provides real-time direction to staff, models best practice in behavioural support, and ensures program integrity during periods of heightened risk.

While formal disciplinary authority remains with the Residential Manager, the A.M. exercises delegated supervisory authority to provide corrective guidance, conduct concerned conversations, and ensure adherence to Behaviour Support & Safety Plans.

This position exercises independent supervisory judgment and is classified as union-exempt. The role focuses on operational execution and behavioural leadership during assigned shifts. Strategic planning, budget oversight, and formal disciplinary processes remain the responsibility of the Program Manager.

Reports to: NAVA Manager

Starting wage: \$33/hour

Hours of Work: 24 hours per week on Saturdays, Sundays and Mondays including Stat Holidays



Qualifications

Education, Training and Experience

- Post-secondary education in a related field (preferred).
- Minimum **two (2) years experience working with individuals who present with significant behavioural challenges**, including:
 - Physical aggression
 - Property destruction
 - Crisis escalation
 - Complex mental health presentations
- Demonstrated experience implementing and coaching staff on Behaviour Support Plans.
- Certification in **MANDT, CPI, or comparable recognized crisis prevention/intervention program** (current or willingness to attain).
- Demonstrated ability to lead during behavioural crisis situations.
- Supervisory or leadership experience preferred.
- Knowledge of Community Care Facilities Act and Licensing standards.
- First Aid certification acceptable to Licensing.
- TB screening.

Required Skills and Competencies

- Demonstrated supervisory capability in high-risk behavioural environments.
- Strong crisis leadership and emotional regulation skills.
- Ability to provide clear direction and corrective guidance.
- Strong documentation and compliance awareness.
- Ability to identify and escalate risk appropriately.
- Effective communication and conflict resolution skills.
- Commitment to person-centered and trauma-informed practice.

Additional Requirements

- A valid BC driver's license
- A current driver's abstract
- Business class vehicle insurance
- A dependable vehicle



Escalation Authority

The Assistant Manager exercises independent supervisory judgment during assigned shifts and is responsible for making immediate operational decisions necessary to ensure the safety and well-being of individuals supported and staff. In situations involving behavioural escalation, health or safety risk, staffing instability, or potential licensing concern, the Assistant Manager has the authority to provide direction, corrective guidance, and implement immediate safety measures in accordance with approved Behaviour Support Plans and Kardel policies. The Assistant Manager is responsible for promptly escalating critical incidents, significant behavioural events, staff performance concerns, or regulatory risks to the Program Manager or designated On-Call leadership in accordance with established reporting timelines. While the Assistant Manager maintains operational authority during assigned shifts, formal disciplinary action, external reporting to regulatory bodies, and strategic decision-making remain the responsibility of the Program Manager and Senior Leadership.

Key Responsibilities

Personnel Supervision & Team Development

The Assistant Manager provides delegated supervisory leadership during assigned shifts.

- Provide in-the-moment coaching and corrective guidance.
- Communicate patterns of staff performance related to behavioural practice to the Program Manager.
- Direct oversight of staff orientation and training, including completion of Orientation Checklists.
- Support onboarding of new staff with emphasis on behavioural expectations and safety standards.
- In collaboration with the Program Manager, provide leadership support, mentorship, and team development.
- Provide input to the Program Manager for annual performance reviews and individualized training plans.
- Ensure staff performance aligns with organizational values, service standards, and accreditation requirements.

Operational Leadership & Continuity

The Assistant Manager is responsible for ensuring safe, stable, and consistent weekend operations.

- Oversee weekend operations with particular attention to safety, behavioural stability, and regulatory compliance.
- Assist with scheduling and ensure appropriate staffing coverage based on behavioural risk and program needs.
- Assign staff roles strategically based on skills, experience, and behavioural competency.
- Ensure healthcare plans, delegated tasks, emergency protocols, and safety procedures are followed and documented.
- Ensure activity planning aligns with individual support plans and minimizes behavioural triggers.
- Monitor petty cash and operational financial documentation for Manager review.
- Maintain operational continuity in the absence of the Program Manager.
- Ensures weekend operations remain aligned with Community Care Facilities Act requirements and prepares documentation for licensing review as required.
- Supports continuous improvement initiatives.
- Identifies service gaps and recommends corrective strategies.



Behavioural Stability & Crisis Leadership

The Assistant Manager provides direct leadership in environments involving significant behavioural complexity.

- Ensure consistent implementation of Behaviour Support and Safety Plans during all assigned shifts.
- Provide direct leadership during behavioural escalations using approved crisis intervention strategies (e.g., MANDT, CPI).
- Lead or participate in post-incident debriefs and contribute to preventative planning.
- Ensure consistency of behavioural approach across weekend shifts.
- Maintain deep familiarity with each individual's behavioural triggers, strengths, and support strategies.
- Support staff in balancing structure, flexibility, dignity, autonomy, and safety.
- Monitor and report behavioural trends to the Program Manager.

Incident Management & Compliance

- Ensure 100% of behavioural and safety incidents are documented prior to end of shift (excluding exceptional circumstances).
- Ensure delegated healthcare tasks and required documentation are completed accurately.
- Monitor documentation quality and incident reporting accuracy.
- Provide oversight and support to the Program Manager in the documentation, investigation, and follow-up of all incidents, including critical and non-critical events and staff injuries.
- Identify emerging behavioural or environmental risks and report appropriately.

Risk Monitoring & Prevention

- Identify emerging behavioural, environmental, or staffing risks.
- Provide recommendations to the Program Manager for preventative strategies.
- Support proactive planning to reduce crisis frequency and improve team consistency.
- Promote a culture of accountability, reflective practice, and safety.

To apply, please send your cover letter and CV via email to humanresources@kardel87.com or via fax to 250-383-2835. While we appreciate all applications, only short-listed candidates will be contacted for interview. Position is open until filled.