TEAM LEADER – Community Living Services

Position Type: Full-time, Maternity Leave Term till June 2020, 40 hours weekly

Location: Vancouver, Burnaby, and Coquitlam area

Compensation: Competitive salary with excellent benefits after probation.

Who are We?

*pos***Abilities** assists persons with developmental disabilities to lead meaningful and healthy lives by partnering with the community to provide a comprehensive range of person-centered services for individuals and the families who care for them.

We are currently seeking a Team Leader for three programs located in Maple Ridge area.

EDUCATION AND QUALIFICATIONS

- Undergraduate degree in social work, education, psychology or related field, or a combination of a 2 Year Diploma in the Community Support field and one year direct Community support Program experience.
- Previous experience working with people who experience behaviour challenges.
- Comprehensive knowledge of developmental disabilities, health disorders and mental health issues.
- Strong knowledge of Autism Spectrum Disorders.
- Previous administrative experience and program management experience with demonstrated planning, organizing, controlling and administrative skills. Three to five years of progressively more responsible program supervision or management experience in the social services sector.
- Reliable car and business insurance + $3,000,000 liability and acceptable driving record

JOB SKILLS AND ABILITIES

- A strong commitment to the philosophy of people with challenges living and working in the community.
- Knowledge of local communities' resources and services.
- Working knowledge of Government legislation/policy and other government frameworks and systems related to behaviour support services (CLBC, MCFD, and Autism Funding Unit).
- Demonstrated ability to communicate and liaise with families and professionals.
- Demonstrated ability to work with staff teams in a unionized environment, with an emphasis on leadership, teamwork, self-initiative, patience, maturity and tact.
- Adaptability and flexibility in working with employees. Ability to act decisively and proactively in a wide variety of situations.
- Working knowledge of information technology and financial management including the ability to create budgets, analyze financial statements and control expenditures.
- Excellent oral, written, facilitation and interpersonal communication skills.
- Excellent organizational skills, time management skills and general management skills.
- Proficient computer based word processing, spreadsheets, database and communications programs.
- Proficient in Social Marketing tools.
- Demonstrated ability to generate measurable learning goals, to implement a variety of instructional

technologies and curriculum, and to achieve learning objectives.
- Knowledge and understanding of applicable Provincial legislative policies, and other Government frameworks and systems such as CLBC, MCFD, CARF Accreditation, and Public Trustee/Guardianship issues.
- Well-developed planning, organizing, controlling and administrative skills.
- Ability to develop program related procedures and practices.
- Commitment to the agency's Code of Ethics, Statement of Principles and Mission Statement.
- Criminal Record Check for Children and Vulnerable Adults - clearance.

RESPONSIBILITIES

- Directs staff teams to ensure that individuals being supported have the opportunity to follow through on their learning goals.
- Ensures that each individual is supported in a respectful manner that meets one's needs for safety, dignity, and quality of life.
- Works to encourage active positive participation of parents, siblings and friends in each of the individual's lives.

Human Resources and Supervision

- Directly supervises Program Assistants and support workers in their assignments and ensures they are meeting the requirements of their respective job responsibilities.
- Hires employees and maintains appropriate levels of staffing at all times.
- Conducts performance evaluations of employees.
- Disciplines and discharges employees where necessary in accordance with the Agency's policies and the Collective Agreement.
- Approves long-term leaves in collaboration with the Team Manager.
- Ensures that all teams operate within the framework of the agency's Code of Ethics, Statement of Principles, and Mission Statement.

Program Management
- Responsible for all Intakes for the respective services.
- Ensures individuals and their families are properly oriented to the service and understand their rights and what they may expect from the service.
- Ensures learning goals are measurable and meaningful and are determined based on assessments, and include input from persons served and families.
- Ensures teaching methodologies and curriculum are evidence based, appropriate and effective.
- Ensures employees are trained in teaching methodologies and are generating optimal learning outcomes for persons served.
- Liaises with MCFD Social workers, CLBC facilitators and other professionals.
- Meets with funders to review referrals and unit consumption.
- Manages individual contracts with community, families or agencies.
- Receives discharges, processes and notifies appropriate agency of upcoming vacancies.
- Verifies, approves and submits month end reports such as billings, and programs expenditures.
- Ensures that the program(s) operate within the approved budget(s).
- Reviews outstanding invoices and follows up accordingly, with funding body.
- Identifies, purchases and implements learning resources in accordance with budgetary/purchasing policies and guidelines.
- Reviews and approves timesheets, flex sheets, vacation and sick leave requests for all staff within assigned staff teams.
- Develops annual program risk assessments, accountability systems and other related Safety and Health Programs and procedures.
- Monitors and ensures compliance to accreditation standards.

- Ensures that all programs operate within the agency's OSH program parameters.
- Reviews and provides follow up on all incident reports received, including accident investigations.
- Ensures that all services provided meet the expectations and requirements of the agency's contractual obligations.
- Ensures that program standards, policies and guidelines are maintained and that the requirements of funding bodies are met.
- Participates in policy and procedures review and development.

Development/Marketing

- Identifies opportunities for innovation, strategic positioning and/or strategic growth.
- Identifies, recommends and implements quality enhancements for programs.
- Facilitates the development of new programs/program areas.
- Utilizes social media tools to increase visibility and community involvement.

Staff Training & Support

- In collaboration with the Clinical Director and Team Manager, identify training needs for staff and supports employees to undertake/receive professional development.
- Participates in formal or informal training of employees.
- Provides orientations to new staff members.
- Provides ongoing coaching and mentorship to staff.
- Fosters a positive team culture, resolves or mediates conflict, and promotes employee engagement.

Communication – Internal & External

- Maintains respectful, professional, effective and productive relationships with all stakeholders.
- Communicates and promotes the agency's mission, vision and services.
- Represents the agency at community events and other functions.
- Participates in committee work, as needed.

ADDITIONAL INFORMATION

The Team Leader is expected to work a flexible schedule of 40 hours a week based on program and staff team needs. The ability to function independently and frequently under pressure, while managing multiple concurrent requirements and deadlines including participating in, resolving and effectively managing stressful and emergency/crisis situations is an ongoing expectation. Participation at meetings and other events may involve long workdays and/or evening/weekend work. The Team Leader works primarily out of his/her programs and may be sharing on-call duty with other peers.

Interested parties please apply with your resume via our website at www.pos***Abilities***.ca/careers or via email to careers@ *pos***Abilities**.ca. Please note, while we would like to connect with everyone interested in this position, only applicants chosen for interviews will be contacted**.**