



## **TEAM LEADER – Community Living Services Outreach Programs**

**Position Type:** Full-Time, Permanent, 40 hours weekly

**Location:** Outreach Programs – Greater Vancouver Area

**Compensation:** Competitive salary with excellent benefits after 3 months

### **Who are We?**

*posAbilities* 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 outreach programs located in Greater Vancouver area.

### **EDUCATION AND QUALIFICATIONS**

- A strong commitment to the philosophy of people with challenges living and working in community.
- 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 of direct Community Support Program experience.
- Three to five years of progressively more responsible program supervision or management experience in the social services sector or the health sector.
- Comprehensive knowledge of developmental disabilities, health disorders, mental health issues, autism and ageing related issues.
- Knowledge of local communities' resources and services.
- Knowledge and understanding of applicable Provincial legislative policies, and other Government frameworks and systems such as MCFD, CLBC, CARF Accreditation, and Public Trustee/Guardianship issues.
- Knowledge of financial management systems, including the ability to create budgets, analyze financial statements, and control expenditures.
- Excellent oral, written, facilitation and interpersonal communication skills.
- Demonstrated teamwork, leadership, and supervisory skills.
- Well-developed organizational skills, time management skills and general management skills
- Competence in computer based word processing, spreadsheets, databases, and communications programs, including basic social marketing tools.
- Ability to develop program related procedures and practices.
- Demonstrated ability to communicate and liaise with families, professionals, and multi-disciplinary teams.
- 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.
- Commitment to the Associations' Code of Ethics, Statement of Principles and Mission Statement.
- Reliable vehicle is required; \$3,000,000 + business liability insurance and acceptable driving record.
- Criminal record Check for Children and Vulnerable Adults – clearance.
- Mandt System training

## **RESPONSIBILITIES**

Directs the Outreach staff team to ensure that individuals being supported have the opportunity to follow through on their goals in maintaining or building on their independent living in community. 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 family and friends in each of the individual's lives.

### **Human Resources and Supervision**

- Directly supervises Outreach Coordinator and Supported Living Worker staff with their caseloads and ensures they are meeting the requirements of their job responsibilities.
- Hires employees and maintains appropriate levels of staffing at all times.
- Conducts performance evaluations of employees.
- Is responsible for discipline and discharges of employees where necessary in accordance with the Association'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**

- Coordinates all Intakes 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 include input from persons served and families.
- Monitors and ensures compliance with Accreditation standards.
- Liaises with MCFD Social workers, CLBC, health professionals and other professionals.
- Manages individual contracts with community, families or agencies.
- Verifies, approves and submits month end reports such as billings, and programs expenditures.
- Ensures that the program(s) operate within the approved budget(s).
- Identifies, purchases and implements resources in accordance with budgetary/purchasing policies and guidelines.
- Reviews and approves timesheets, vacation, sick leave and other payroll related requests for all staff within assigned staff team.
- 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 Association'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, development and strategic growth based on the Association's Strategic Plan.
- Identifies, recommends and implements quality enhancements for programs.
- Utilizes social media tools to increase visibility and community involvement

### **Staff Training & Support**

- Identifies training needs for staff and supports employees to undertake/receive professional development.
- Participates in formal or informal training of employees.
- Provide 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 Association 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.posAbilities.ca/careers](http://www.posAbilities.ca/careers) or via email to [careers@ posAbilities.ca](mailto:careers@posAbilities.ca). Please note, while we would like to connect with everyone interested in this position, only applicants chosen for interviews will be contacted.