

JOB POSTING

Position:	Team Leader
Position Type:	Contract (12 months)
Duration:	37.5 hours per week
Department:	Community Access
Closing Date:	November 10, 2017

PURPOSE:

To role model the mission - “DDRC promotes awareness and supports communities to include persons with developmental disabilities, thereby strengthening communities for all citizens.” To provide leadership, supervision and coaching to direct service staff to ensure quality of service outcomes for clients.

Leadership:

- Coach and support with decision making, problem solving and daily work flow of team members
- Ensure that team decisions are value driven and based on the DDRC mission and vision
- Ensure honest, open, timely and accurate communication at all times to promote transparent leadership and ensure all team members are kept up to date with relevant information
- Coordinate and conduct team meetings
- Liaise with Training and Development Coordinator to ensure all employees meet the mandatory training timelines as well as create and identify training requirements
- Lead performance management reviews
- Provide on the job orientation and training to new team members
- Liaise with clients, DDRC staff and external agencies, partners and businesses while maintaining a customer service orientated environment
- Liaise with Community Access Manager and Human Resources regarding implementation of significant performance management steps
- Ensure compliance in a team environment with policies, procedures and CET standards
- Follow good business practices to ensure efficient and effective use of team members

Key Responsibility:

- Use appropriate communication methods with the Caseload Coordinators to provide updates and information for tracking and filing purposes
- Meet with direct support to discuss case load, planning document, administrative processes, and resources required to be successful in the role
- Conduct and participate in the client review meeting when required
- Participate in interviews to ensure the Agency is hiring the right person for the role
- Implement DDRC’s progressive Disciplinary Policy as required in consultation with Human Resources
- Monitor and provide variance data to Community Access Manager on your team budget in the following areas– mileage, program supplies and cell phones

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- Ability to articulate all DDRC policies and practices
- Complete the administration, documentation and monitoring requirements for employee relations (as outlined in the TL Processes – Snapshot or Job Scope & HR Processes –Snapshot)
- Maintain accurate, updated records for the documentation required for performance management
- Conduct and participate in the client review meeting when required
- Provide coverage to Team Leader(s) during work absences
- Respond to crisis management situations immediately and report any known workplace hazard or violation of the Occupational Health and Safety Act or regulations to the Community Access Manager.
- Maintain a clean safe environment while following health & safety standards and practices in accordance with current legislation
- Participate on committee with the request and/or approval of the Community Access Manager
- Provide guidance and support to practicum student(s) when required

Professional Development and Training:

- Takes accountability to ensure all mandatory certifications and training are kept current

Education/Professional Certifications:

- Minimum of two (2) years Rehabilitation Diploma or equivalent education in a related field

Experience:

- Minimum two (2) years leadership experience
- Minimum two (2) years working in the Human services field
- Related experience dealing with family and community
- Knowledgeable of community resources and how to access resources

Mandatory Competencies:

- Critical thinking
- Leadership
- Administrative and organization
- Relationship building skills
- Time and resource management
- Conflict resolution
- Knowledge of Microsoft Excel and Word
- Customer service skills

Personal Qualities:

- Demonstrated values consistent with the DDRC mission
- Commitment to professional development and continuous learning
- Able to work independently and as part of a multi service team
- Professional / articulate communication –verbal, written, listening , two-way feedback

Please submit your resume and cover letter to: employment@ddrc.ca citing "DDRC-17-26W-Team Leader CHOICES" in the subject line.

DDRC is an equal opportunity employer. We thank all candidates for their interest. Only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.