

## CLASSIFICATION JOB INFORMATION

SAP Job ID:	90005576
Position/Classification Title:	Local Area Coordinator 1-2
Pay Grade:	PR 09-12
Add-On Eligibility:	True
Standardized:	No
Inactive	No
Date Last Evaluated:	5/10/2024

## JOB INFORMATION

Job/Working Title:	Local Area Coordinator 1-2
Department:	Community Services
Division/Section:	Disability Support Program
Reports To (Position Title):	Supervisor
Exclusion Status:	Non-Excluded

## OVERALL PURPOSE

Local Area Coordination is an evidence-based approach to working alongside people with disabilities and families to build capacity, resilience, relationships and opportunities for a good life. The purpose of Local Area Coordination is to build individual, family, community and system capacity, reducing demand for and dependency on services and funding, as well as reducing risks of crisis and early or unnecessary entry into services. Local Area Coordination has no exclusion or eligibility criteria that stops people with disabilities from accessing its supports. Local Area Coordinators (LACs) are the front end of the community and service support system for people with disabilities, their families, and the wider community. They are leaders in collaborating with local communities, mainstream services, and clinical partners to foster system wide partnerships that contribute to inclusive citizenship. They are a critical component of the court ordered remedy to the finding of systemic discrimination by the Province of Nova Scotia against persons with disabilities, to ensure that persons with disabilities, can live meaningful lives in their community of choice with the assistance they need, in a timely manner.

Operating with a high level of independence and autonomy, LACs design and activate unique and innovative approaches to support persons with disabilities to live in community. LACs start by taking the time to listen and know what matters to people including their strengths, relationships and vision for the future. They work alongside individuals to build their capacity, resilience, and citizenship, to facilitate valued contribution in community life, and build reciprocity between persons with disabilities and their communities. They provide individualized support planning and coordination to individuals with disabilities across all ages, backgrounds, and communities to elevate their self-direction and agency. By taking time to get to know people well, the individualized planning and support coordination supports of LACs are tailored person by person but are within a defined and consistent practice framework of shared beliefs, values, principles, and person centered, strengths based, capacity building, locally grounded practices. This is a marked departure from traditional deficit-based approaches and uni-directional service models. As a result, LACs must become accustomed to operating within an environment of ambiguity that is not "rules based" but rather outcome driven. Regardless of the region, the services provided by LACs are consistently engaging, supportive, and to the highest standard, resulting in a positive experience for individuals.

LACs support individuals who have lived experience, or at increasing risk, of systemic and societal discrimination and exclusion and so they must: employ a strength based, place based, person centered, human rights-based approach, be a reflective practitioner, understand and be sensitive to the effects of trauma, and understand how each individual expresses themselves and their unique expressive and receptive communication style. LACs use this understanding to adapt their approach to meet each individual's needs and to create a safe space so they can communicate and make their own decisions on their vision for a good life.

## KEY RESPONSIBILITIES

<p><b>Building &amp; Strengthening Community Inclusivity:</b> The LAC is a champion of increasing understanding and adoption of a human-rights and strengths-based approaches to supporting people with disabilities in their communities. The LAC provides direction and guidance to community partners to learn, understand and transform so they are integrated, person centred, and value the intrinsic value of people with disabilities and to build more welcoming, inclusive and supportive communities. They facilitate relationships with services, organizations, and local people and share community knowledge and raise awareness of local community trends and opportunities to support people with disabilities and communities to build capacity. This in turn prevents or delays the need for service interventions by building on individual's strengths and natural supports. The LAC is accountable to the individuals they support and the local community, as they identify, promote, and develop opportunities for inclusive citizenship in school, work and community activities.</p>
<p><b>Individualized Support and Planning:</b> The LAC plays a pivotal role in the individualized support and planning system working in partnership with Nova Scotians with disabilities to enable them to reach their goals. Operating with a high degree of autonomy, the LAC uses their framework of practice to develop, implement, and evaluate an individualized support plan. The LAC establishes trusting relationships with individuals and their identified networks to gather and assess information about their envisioned good life in community to develop the plan. This involves understanding, mediating, and critically analysing nuanced personal, environmental, and identified support network dynamics to elevate supportive decision making. The LAC is a catalyst in supporting the individual and their identified network to implement their plan. They use their knowledge, experience, and community connections to elevate the individual's personal capacity to reach their goals. They enhance connections to natural supports and networks in the community, facilitate and advocate for access to mainstream services, and co-develop bespoke and innovative solutions with the individual. They are responsible for managing a non-recurrent, discretionary budget for stimulating innovative practices that open up opportunities for people and families. The LAC also works in partnership with the individual to assess their plan's effectuality and relevance. They coach and support the individual through a range of life's opportunities that span from simple to complex. In addition, the LAC works alongside support networks to build their capacity, resilience, relationships/support networks and confidence so they can continue in their supportive role, to the level they desire.</p>
<p><b>Partnership and Capacity Building:</b> The LAC is a well-known, approachable leader that develops sustainable partnerships to enhance natural support networks, peer supports and relationships in their community. The LAC has a profound and robust understanding of the local conditions, people, and natural supports of their communities, and is able to identify and critically analyze strengths, assets, gaps and opportunities. They build shared understanding of respective roles and joint working with service and community partners to simplify the service experience of services for people and families through a more local, personal, person centred, connected and integrated system. In partnership with the individuals they are supporting, the LAC applies their expertise to advocate and design unique and innovative approaches to support individuals to reach their goals. On an individualized basis, they advocate for supports to enable individual's self-direction. The LAC also collaborates with the Community Living Facilitator, particularly when a system wide community initiative is needed, to lead productive partnerships to innovatively address identified gaps and opportunities.</p>
<p><b>Upholding Values and Principles:</b> The LAC actively demonstrates the organizational values of Local Area Coordination, person-directed planning, supportive decision making and holds Nova Scotia public service values. They contribute to a workplace culture that is respectful, non-judgemental, and inclusive, and which promotes and upholds the United Nations Convention on the Rights of Persons with Disabilities. The LAC navigates multiple environments and upholds professional boundaries, while developing positive and genuine working relationships with staff, DSP participants, Nova Scotians with disabilities, service providers and the broader community. The LAC embraces and actively demonstrates the mission and vision of the Local Area Coordination model of support alongside colleagues within and outside the Regional Hubs.</p>

<p>May perform other related duties as assigned</p>
<p>In addition to the duties and responsibilities outlined in the job description, this job may include other, assignment-specific requirements (ex: French language, drivers license, membership in an employment equity group or security screening, etc.)</p>

## SCOPE

<p><b>Contacts (Typical):</b></p>	<p>Within Government: The LAC will also work closely with Intensive Planning and Support Coordinators (IPSC), Eligibility, Funding and Assessment Coordinators (EFAC), other Local Area Coordinators, Regional Closure teams, DSP Intake, Care Coordinators, Community Living Facilitators and other government departments.</p> <p>Outside of Government: Members of the community including people with disabilities, their families and support networks. The LAC will also have regular collaboration and contact with community organizations, service providers, local groups, and anyone in the community that can be part of supporting individuals to meet their goals.</p>
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<b>Innovation:</b>	<p>The LAC operates within a framework of practice that is not rule-based, but outcome driven. This means the LAC evaluates the local conditions, relational and situational dynamics in their everyday interactions to adapt their services to meet the diverse and unique needs of Nova Scotians with disabilities and the local communities they support. This requires that the LAC is innovative in their relational and communicative approaches. In addition, the LAC uses their critical analysis skills and understanding of human rights principles to problem-solve in ambiguous and complex situations.</p> <p>The LAC is highly creative in their individual support planning and capacity building approaches. They co-design and activate innovative approaches in partnership with individuals with disabilities to reach their goals. This means they develop bespoke strategies that may not currently exist in their communities and/or enhance opportunities that require additional supports or advocacy efforts. By co-designing these approaches, the LAC addresses the unique challenges faced by individuals and their identified networks, fostering resilience and adaptability.</p>
<b>Decision Making:</b>	<ul style="list-style-type: none"> <li>• <b>Individualized Implementation of Framework of Practice:</b> The LAC operates with a high degree of autonomy to adopt the local area coordination framework of practice to best meet the local conditions of their community and the aspirations of the individuals they are supporting. The LAC works in a range of situations alongside people and families facing complex life issues. They are skilled, experienced, values led practitioners who must be able to make effective judgements to identify and respond appropriately to a range of potential issues. They must decide how to implement human-rights principles in their everyday interactions with communities. They use their framework to decide how to proceed forward in ambiguous, nuanced situations where there may be competing interests, requirements and demands.</li> <li>• <b>Supportive Decision Making:</b> The LAC intentionally establishes an environment that elevates the agency of the individual with a disability. This requires deciding to tailor information in a way that an individual understands the context of their decisions, including consequences and responsibilities. The LAC will work with the individual's identified network to interpret and explore the individual's interests and preferences. The LAC educates and mediates the identified network's dynamics to develop an environment and approach that works for each unique circumstance.</li> <li>• <b>Resource Connection &amp; Navigation:</b> The LAC prioritizes supporting individuals to access typical resources in community. The LAC decides how to tailor information on what local networks and resources might align with individuals' goals. This involves a careful assessment of available options and tailoring solutions to fit individual circumstances and choices. The LAC understands when and how to connect individuals with community resources, peer supports, mainstream supports and funded services to support self-direction and self-advocacy. The LAC understands how to effectively use a discretionary budget to support an individual to meet their goals if required. In partnership with the individual, the LAC recognizes when and how to assess the effectiveness of resource connections and adjust them.</li> <li>• <b>Partnership &amp; Innovative Approaches:</b> The LAC uses their knowledge and experience to identify opportunities and gaps in the natural network of supports in their communities and in mainstream services. The LAC initiates the right partnerships on an individual or system level to enhance identified opportunities or to develop bespoke solutions to address gaps. Furthermore, in collaboration with the individuals they are supporting, the LAC designs and activates innovative approaches that are in alignment with the individual's support plan and goals.</li> <li>• <b>Safety &amp; Safeguards:</b> The LAC coaches and enables individuals to build capacity, trusted natural relationships and access timely and relevant information to help them manage their own risk wherever possible, while also recognizing situations where individuals may be at risk. The LAC possesses the ability to identify potential risk or safeguarding situations and respond appropriately to safeguard institutions/situations, while maintaining a relationship and transparent communication with the individual they are supporting.</li> </ul>
<b>Impact of Results:</b>	<ul style="list-style-type: none"> <li>• <b>Remedying the Four Grounds of Discrimination:</b> The LAC role ensure that persons with disabilities can live meaningful lives in their community of choice (grounds of discrimination 1 and 2), with the assistance they need (grounds of discrimination 3), in a timely manner (grounds of discrimination 4).</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Self-Direction &amp; Agency:</b> The ultimate impact of the LAC role is to promote choice and agency in the lives of individuals with disabilities. This means that individuals have the freedom to make choices aligned with their values and preferences, leading to a greater sense of fulfillment and satisfaction in their lives. The LAC enables individuals to become active decision-makers in their lives. This means supporting them to lead planning and decision-making processes and elevating self-direction.</li> <li>• <b>Community Capacity &amp; Inclusive Citizenship:</b> The LAC builds, and connects people with, community people, places, groups and resources. They raise community awareness of the rights, valued contribution and issues facing people with disabilities. They work alongside communities to identify aspirations ("what could make our community even better"), gaps and increase awareness to foster more welcoming, inclusive, supportive, better resourced and accessible communities. By fostering connections, individuals with disabilities can access various community-based resources and support networks, which can improve their overall well-being, while also enabling active citizenship.</li> <li>• <b>Effective Joint Working Relationships:</b> Collaboration and effective joint working relationships are essential outcomes of the LAC role. By building a shared understanding and effective partnerships with local people and communities, partnering with various service providers, community organizations, and government departments, the LAC ensures that individuals receive comprehensive and coordinated support tailored to their specific needs.</li> <li>• <b>Decreased Demand &amp; Dependence on Mainstream Disability Supports:</b> By building individual, family, community capacity and resilience, and enabling the development of the local area coordination system, the LAC will contribute to a system moving from a focus on being reactive, and crisis driven to a more balanced focus on prevention and capacity building, in partnership with specialized services. This will promote government and community agencies as complementary services to communities-based supports, the primary supports in enabling people to achieve their good life in community.</li> </ul>
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## People Management:

	# Direct Resources Managed	# Indirect Resources Managed
Individual Contributor		

<b>Additional Information (if required):</b>	<p>LACs maintain a caseload of 1:50 participants, while also completing other aspects of the job such as building relationships, supports, resources and opportunities within the local community, connecting with other government departments, working with service providers and anyone else that can help individuals with disabilities to meet their goals.</p> <p>The LAC must have strong connections to the specific community, or the experience and skills to build knowledge of, connections with and partnerships with the community where the position is located.</p>
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## LICENSES/CERTIFICATIONS

The LAC must have a valid driver's license and access to reliable transportation

## WORKING CONDITIONS

### Physical Effort

Work activities involve rotating positions of light physical activities, requiring little physical effort and/or easy muscle movements. Majority of time is spent in a comfortable office setting, with some site visits as required, and frequent opportunity to move about and/or change positions.

## Physical Environment

Works in an environment with exposure to acceptable working conditions. Occasional exposure to mild unpleasant or disagreeable conditions (e.g., dust, dirt, noise, etc.) and possibility of accident or health hazards is minimal.

## Sensory Attention

Work activities involve a need to concentrate on a variety of sensory inputs for short durations, several times a day, requiring attention to detail. If interrupted, some lost time is experienced to backtrack and continue activities. The need for detailed or precise work and/or repetitive tasks is moderate.

## Psychological Pressures

Work activities are performed in an environment with occasional exposure to one or more psychological pressures (e.g., deadlines, repetitive work, moderate unpleasant public/client situations, etc.). Has the ability to largely control the pace of work with few interruptions. The degree of psychological stress is not noticeably disruptive to the work, and the unpleasant reaction is not too strong/persistent. Disruption to personal life due to work, work schedules or travel is moderate.

<b>Examples/ Additional Information:</b>	<p><b>A - Physical Effort</b> The LAC is required to be adaptable to working in an office environment and able to move to various locations within their local communities. They are responsible for traveling to and meeting individuals in multiple locations in their communities including family homes, community centers, group homes, residential facilities, psychiatric hospitals, and forensic facilities. They work with individuals with disabilities, including those with complex support needs and challenging behaviours.</p> <p><b>B - Physical Environment</b> The LAC may spend extended time in a vehicle driving to visits and meetings. They enter private residences in community and need to consider personal safety in each setting based on the circumstances presented. They also spend time in an office environment with opportunity to move. They may occasionally move or lift objects such as files, equipment, or supplies. Travel will be required throughout the region / province under varying weather conditions.</p> <p><b>C - Sensory Attention</b> The LAC is required to interact and conduct conversations with individuals in-person, on the phone and possibly via video call. The LAC is required to respond to emails and summarize a person's situation as they work in collaboration with the individual to connect them to resources and supports.</p> <p><b>D - Mental Pressures</b> Personal resiliency is essential to meet the emotional demands of this position and manage multiple priorities at once. The LAC will be immersed in complex situations that require the ability to work with individuals through potentially emotional or stressful times in their lives. There is some potential to experience verbal and physical aggression that will require the LAC to be able to de-escalate challenging situations. Additionally, the LAC works not only with the individual seeking support but also respectfully work with and navigate a range of support network dynamics. They must be able to work under pressure and be personally and professionally committed to working with culturally diverse individuals in an inclusive manner. They will also be required to make professional judgements about complex situations e.g. early signs of safeguarding situations</p>
<b>Data From Conversion:</b>	