

CLASSIFICATION JOB INFORMATION

SAP Job ID:	90005575
Position/Classification Title:	Care Coordinator (Community Services)
Pay Grade:	PR 14
Add-On Eligibility:	True
Standardized:	No
Inactive	No
Date Last Evaluated:	2/8/2024

JOB INFORMATION

Job/Working Title:	Intense Planning and Support Coordinator
Department:	Community Services
Division/Section:	Disability Support Program/Service Delivery
Reports To (Position Title):	Supervisor
Exclusion Status:	Non-Excluded

OVERALL PURPOSE

Intensive Planning and Support Coordination is a person-centered, human-rights approach to planning and support that centres on individuals with disabilities. This role supports, empowers and works alongside these individuals to formulate and act upon decisions that align with their vision of a fulfilling life within their community. It is a critical component of the court ordered remedy to address findings of systemic discrimination by the Province of Nova Scotia 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.

Intensive Planning and Support Coordinators (IPSCs) elevate individuals with disabilities and families with children with disabilities, to build, pursue, and fulfil their goals and aspirations. Using a person-centered approach, they provide intensive individualized planning and support coordination to DSP participants returning to community from an institutional facility and participants whose support needs require a complex, coordinated response. The IPSC starts by taking the time to listen and know what matters to people including their strengths, relationships and vision for the future. By taking time to get to know people well, the individualized planning and support coordination supports of IPSCs 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 practices. They are leaders in collaborating with clinical and allied health partners, mainstream services and local communities to foster system wide partnerships that enable capacity and resiliency to elevate self-direction and inclusive citizenship. They operate with a high degree of independence and autonomy to act as an agent of individual. This is a marked departure from traditional deficit-based approaches and uni-directional service models. Therefore, IPSCs 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 IPSCs are consistently engaging, supportive, and to the highest standard, resulting in a positive experience for individuals.

IPSCs 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, understand how each individual expresses themselves and their unique expressive and receptive communication style. IPSCs 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

Intensive Individualized Support and Planning: The IPSC plays a pivotal role for individuals or families whose child's support needs dictate a high degree of engagement, coordination and problem solving, with involvement of multiple support services and/or individuals returning to community from an institutional facility. Operating with a high degree of autonomy, the IPSC uses their framework of practice to develop, analyze, implement, and

evaluate an intensive individualized support plan at the direction of the individual with a disability and their trusted others. The IPSC establishes trusting relationships with individuals and their identified networks to gather and assess information about their envisioned good life in community. This involves understanding, mediating, and critically analyzing nuanced personal, environmental, and identified support network dynamics to elevate supportive decision making. The IPSC is a catalyst in supporting the individual to implement their plan. They use their knowledge, experience, and connections to support individuals to set up or connect with individualized supports, services and professionals (i.e., housing, peer supports, community inclusion/employment, health, mental health), and co-develop bespoke and innovative solutions with the individual and their identified support network. In doing so the IPSC uses a 'community first' lens, relying on formal services and supports only when necessary. The IPSC also works in partnership with the individual to assess their plan's effectuality and relevance including developing budgets and costing and supports them in monitoring and adjusting the plan as required.

Transition Planning and Coordination: The IPSC is responsible for supporting individuals who lived in an institutional facility to navigate the transition to a meaningful life in community. The IPSC develops a deep understanding of the individuals and their identified networks to lead an individualized, participatory process throughout the transition to community. This means they tailor information, so an individual understands the context of their decisions and work with the individual's identified network to interpret and explore their interests and preferences. In cases where a support network has not been identified, the IPSC works in partnership with the individual to build their network and uses their knowledge to educate each network on the practices of supportive decision making. The IPSC fosters and maintains relationships across multiple partners including but not limited to service providers; supports networks; government departments and agencies; healthcare professionals; community members and organizations; LACs; and EFACs. Within these relationships they act as agent of the individual, ensuring they are representing the individual's goals and needs. They are skilled communicators, that can identify, analyse, and manage the multiple priorities, logistics, requirements and demands that are involved with a transition process, while ensuring the individual is elevated to make decisions throughout.

Partnership & Capacity Building: The IPSC is an approachable leader that develops sustainable partnerships to elevate the agency of the individual they are supporting to reach their goals. The IPSC has a profound and robust knowledge of services and professionals across multi-disciplinary domains. They apply this knowledge to facilitate and advocate for connections to enable the individual's self-direction in partnership with the individual and their trusted network. They bring partners together to facilitate an enhanced, integrated approach to support planning. The IPSC recognizes when a bespoke solution may be needed and applies their expertise and experience to advocate and design unique and innovative approaches to enable self-direction. The IPSC works in collaboration with their professional networks, to identify and enhance connections to natural support networks, peer supports and relationships in a participant's life and community. Where appropriate, the IPSC identifies when to collaborate with their networks to plan for a transition from intensive support planning to local area coordination supports.

Upholding Values and Principles: The IPSC actively demonstrates the organizational values of Intensive Planning and Support Coordination, person-directed planning, supportive decision making and holds Nova Scotia public service values. They contribute to a workplace culture that is respectful, non-judgmental, and inclusive, and which promotes and upholds the United Nations Convention on the Rights of Persons with Disabilities. The IPSC 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 IPSC embraces and actively demonstrates the mission and vision of the Intensive Planning and Model of support alongside colleagues within and outside the Regional Hubs.

May perform other related duties as assigned

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.)

SCOPE

Contacts (Typical):	<ul style="list-style-type: none"> Within Government – LACs, EFACs, Community Capacity Developers, Regional Closure Leads; DSP Intake; Care Coordinators; Program Specialists, Program Coordinators, other DCS Supervisors Outside Government – Daily contact in person, by telephone and correspondence with people with disabilities, families, allied health and clinical services, inter-disciplinary teams, service providers and other organizations that that can be part of supporting individuals to meet their goals.
Innovation:	The IPSC operates within a framework of practice that is not rule-based, but outcome driven. This means the IPSC evaluates the local conditions, relational and situational dynamics in their everyday interactions to adapt their services to meet the diverse and unique needs of the participants they support. This requires that the IPSC is innovative in their relational and communicative

	<p>approaches. In addition, the IPSC uses their critical analysis skills and understanding of human rights principles to problem-solve in ambiguous and complex situations.</p> <p>The IPSC 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 and/or enhance opportunities that require additional supports or advocacy efforts. By co-designing these approaches, the IPSC addresses the unique challenges faced by individuals and their identified networks, fostering resiliency and adaptability.</p>
Decision Making:	<ul style="list-style-type: none"> • Individualized Implementation of Framework of Practice: The IPSC operates with a high degree of autonomy to adopt the intensive planning and support coordination framework of practice to best meet the aspirations of the individuals they are supporting. The IPSC 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 individuals and communities. They use their framework to decide how to proceed forward in ambiguous, nuanced situations where there may be competing interests, requirements and demands. • Supportive Decision Making: The IPSC 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 IPSC will work with the individual's identified network to interpret and explore the individual's interests and preferences. The IPSC educates and mediates the identified network's dynamics to develop an environment and approach that works for each unique circumstance. • Resource Connection & Navigation: The IPSC prioritizes supporting individuals to access typical resources in community. They assess, recognize, and suggest additional services and supports that would enhance an individual's plan to reach their goals. The IPSC decides how to tailor information on what services and professionals might align with individuals' goals. This involves a careful assessment of available options and tailoring solutions to fit individual circumstances and choices. In partnership with the individual, the IPSC recognizes when and how to assess the effectiveness of resource connections and adjust them accordingly. • Partnership & Innovative Approaches: The IPSC uses their knowledge and experience to identify opportunities and gaps in mainstream services and in the natural network of supports in their communities. In collaboration with the individuals they are supporting, the IPSC designs and activates innovative approaches that are in alignment with their goals. The IPSC initiates collaborative arrangements to develop bespoke solutions with other system partners to best support the individual. • Safety & Safeguards: The IPSC 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 IPSC 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.
Impact of Results:	<ul style="list-style-type: none"> • Remedying the Four Grounds of Discrimination: The IPSC 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). • Self-Direction & Agency: The ultimate impact of the IPSC 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 fulfilment and satisfaction in their lives. The IPSC 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.

	<ul style="list-style-type: none"> Community Capacity & Inclusive Citizenship: The IPSC connects people with mainstream resources and community resources. 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. Effective Joint Working Relationships: Collaboration and effective joint working relationships are essential outcomes of the IPSC role. By partnering with various service providers, allied health and clinical services, community organizations, and government departments, the IPSC ensures that individuals receive comprehensive and coordinated support tailored to their specific needs. Decreased Demand & Dependence on Mainstream Disability Supports: By supporting connections to natural support networks, individualized services and professionals, and enabling the development of the intensive planning and support coordination system, the IPSC 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.
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People Management:

	# Direct Resources Managed	# Indirect Resources Managed
Individual Contributor		

Additional Information (if required):	IPSCs will maintain a caseload of 1:20 participants, while also completing other aspects of the job such as building relationships, connecting with other government departments, working with service providers and anyone else that can help their participants meet their goals.
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LICENSES/CERTIFICATIONS

Must be currently registered, or eligible for registration, with applicable regulatory body.

The IPSC 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.

Examples/ Additional Information:	<p>A - Physical Effort The IPSC will be responsible for traveling to and meeting individuals in multiple locations including family homes, group homes, residential facilities, psychiatric hospitals, and forensic facilities. They will work with individuals with disabilities, including those with complex support needs and challenging behaviors.</p> <p>B - Physical Environment The IPSC may spend extended time in a vehicle driving to visits and meetings. They will enter private residences in community and will need to consider personal safety in each setting based on the circumstances presented. They will 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>C - Sensory Attention Required to interact and conduct conversations with individuals in-person, on the phone and possibly also via video call. IPSCs will be required to respond to emails and person's situation as they work in collaboration with the individual to connect them to resources and supports.</p> <p>D - Mental Pressures Personal resiliency is essential to meet the emotional demands of this position. They will be immersed in complex situations that require ability to work with individuals through potentially emotional or stressful times in their lives, while balancing the reality of eligibility requirements. There is some potential to experience verbal and physical aggression that will require IPSCs to be able to de-escalate challenging situations. Additionally, IPSCs will need to work not only with the individual seeking support but also respectfully work with and navigate a range of family 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>
Data From Conversion:	