

CLASSIFICATION JOB INFORMATION

SAP Job ID:	90005574
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:	Eligibility, Funding and Assessment Coordinator
Department:	Community Services
Division/Section:	Disability Support Program/Service Delivery
Reports To (Position Title):	Supervisor
Exclusion Status:	Non-Excluded

OVERALL PURPOSE

To enable evidence-based policy and practice implementation, the individual planning and support coordination system has dedicated staff focused on eligibility, assessment, and funding. It is 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 enable individualized eligibility and funding determination.

Eligibility, Funding and Assessment Coordinators (EFAC) enable access to DSP funding for eligible individuals with disabilities and families. They are a key resource for applicants looking for more information on the Disability Support Program's eligibility requirements and details on its funding processes. Using a person-centred approach, the EFAC determines eligibility, conducts multidimensional needs assessments for eligible individuals and families, determines and allocates funding based on DSP policy and its Service Group Framework, and evaluates ongoing funding requests. The EFAC is a highly skilled, effective communicator who tailors information in a manner that elevates people with disabilities and their identified support network to make decisions throughout DSP's eligibility, assessment and funding processes. Regardless of the region, the services provided by EFACs are consistently engaging, supportive, and to the highest standard.

EFACs 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. EFACs 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

Eligibility Determination for DSP Funding: Applying the DSP's Eligibility Policy, the EFAC determines eligibility for DSP funding. The EFAC applies their expertise on supportive decision making to tailor information about DSP funding requirements and processes to elevate an applicant's self-direction and agency. To inform the eligibility determination, the EFAC reviews and analyzes several sources of required information, including the applicant's diagnostic and functional medical documentation, collateral information, and financial information. The EFAC collaborates with physicians, healthcare professionals, and additional collateral sources to collect and seek any required clarification in partnership with the applicant. The EFAC then critically analyses and evaluates all the collected information to make an eligibility determination, guided by eligibility policy. The EFAC tactfully shares this decision with applicants and informs them of next steps in the process based on the eligibility decision (i.e., connecting with an LAC, having an assessment for DSP funded services, etc.)

Comprehensive Assessments for DSP Funding : The EFAC conducts comprehensive, multidimensional needs assessments with individuals and families who have a child with a disability who are deemed to have met

eligibility criteria for DSP funding. They must be able to rapidly build rapport with individuals and adapt their approach as needed to create an assessment environment that strives for an inclusive, accessible experience for the individual and/or family. During the assessment, the EFAC gathers and analyses key factors outlined in the designated assessment tool from various sources, including but not limited to: direct observations, interviewing the individual and their identified support network, and examining documentation. The EFAC uses their expertise to interpret the assessment results to gain a comprehensive understanding of the individual to identify the appropriate funding level.

DSP Funding Allocation: Following the eligibility determination and assessment processes, the EFAC uses their expertise of the Service Group Framework and other frameworks as outlined by DSP (e.g., SAT for DFSC), to determine an individual's individualized funding allotment. The EFAC shares the determined funding allotment with the DSP participant, adapting their communication approach to ensure understanding of the decision. The EFAC understands confidentiality and consent regarding the sharing of personal information and uses clear communication as per the direction of the individual, to provide a consistent understanding and cohesive experience in sharing these decisions with others in the individual's identified support network (i.e., LAC/IPSC). During this process, circumstances may arise where the EFAC may be asked to contribute to a collaborative funding response with other government departments. They will be required to evaluate and allot the appropriate DSP funding component in these situations where multiple sources are required. The EFAC also evaluates when a funding allotment meets or exceeds identified DSP thresholds as outlined in DSP Policy and prepares cases outlining needs, decisions and steps forward for review by the appropriate oversight body (e.g. supervisor, Director, funding panel). The EFAC is a key support for ongoing funding requests, and conducts reviews as they arise.

Upholding Values and Principles: The EFAC actively demonstrates the organizational values of Eligibility, Funding and Assessment Coordination, 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 EFAC 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 EFAC embraces and actively demonstrates the mission and vision of the individualized support planning model 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, IPSCs, Care Coordinators, DSP Intake; Regional Closure Leads, Program Specialists, Program Coordinators, other DCS Supervisors • Outside Government – Daily contact in person or virtually with people with disabilities, families, health care professionals, individualized funding coaches, agencies, inter-disciplinary teams, organizations and the public.
Innovation:	<p>The EFAC has excellent assessment, interviewing and analysis skills and adapts their approach to account for a wide range of relational, environmental, and situational factors. This requires that the EFAC is innovative in their relational and communicative approaches, ensuring everyone's DSP eligibility, assessment and funding experience is individualized while balancing a consistent operationalization of DSP policies and procedures.</p> <p>The EFAC will work in situations where there will be competing demands, priorities, and requirements. They must use their professional discretion, framework of practice and understanding of human-rights principles to navigate, nuanced, complex situations. In addition, the EFAC will work with individuals through potentially emotional or stressful times, such as an applicant not meeting the eligibility criteria, or an applicant not being provided with the desired level of funding. In such cases, the EFAC must handle the situation with compassion, sensitivity, and tact. They clearly communicate the reasons for the decision and if appropriate, support the connection to an LAC to enable the identification of support available in their community. This is a departure from traditional funding eligibility determination, where communication about alternative connections (i.e., meeting with an LAC) may end if an applicant is not found eligible for DSP funding. This requires that the EFAC is resourceful and innovative to enable the next step for each individual in their support journey.</p>

Decision Making:	<ul style="list-style-type: none"> • Supportive Decision Making: The EFAC intentionally establishes an environment that elevates the agency of the individual with a disability throughout eligibility, assessment, and funding processes. This requires deciding to tailor information in a way that an individual understands the context of their decisions, including consequences and responsibilities. • Determining Eligibility for DSP Funding: The EFAC is responsible to thoroughly understand DSP's eligibility policy and evaluate the applicant's provided medical, financial, and supporting documentation to make an eligibility decision for DSP funding. This may require deciding to communicate with multiple collateral sources, including the support network and healthcare professionals to seek further clarification to support their decision-making process. • Determining DSP Funding Allotment: Using assessment tools and frameworks, the EFAC evaluates the funding needs of applicants. They must decide how to collect and use multiple sources of information to inform the assessment process and ongoing funding decisions within outlined DSP assessment tools and frameworks. Based on the assessment results, the EFAC makes decisions regarding the appropriate level of funding allotment for each participant. The EFAC is also responsible for communicating the funding allotment decisions to individuals in a respectful, accessible manner. • Escalation of Exceptional Circumstances: The EFAC is responsible for evaluating if an individual's situation may require prioritized consideration and/or would be considered an exceptional circumstance within existing policies and procedures. The EFAC will escalate a review of the circumstance to their supervisor with outlined evidence and pathways forward. In collaboration with partners in the Regional Hub, the EFAC supports the determination of the appropriate response to situations of urgent need. • Safety & Safeguards: The EFAC coaches and enables individuals to manage their own risk throughout the eligibility and assessment process wherever possible, while also recognizing situations where individuals may be at risk. The EFAC 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 EFAC 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). • Consistent and Individualized Access to DSP Funding : The EFAC's responsibility for eligibility, assessment and ongoing funding processes ensures that individuals with disabilities can access the appropriate DSP funded programs and services. By efficiently and accurately evaluating their support needs, the EFAC supports individuals to gain access to funding that enable self-direction. • Decreased Demand and Dependence on Mainstream Disability Supports: By working in collaboration with LACs and IPSCs, the EFAC 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 DSP funding as a complementary service to community-based supports, the primary supports in enabling people to achieve their good life in community.

People Management:

	# Direct Resources Managed	# Indirect Resources Managed
Individual Contributor		

Additional Information (if required):	EFACs will maintain their designated caseload while also completing other aspects of the job such as answering questions around eligibility, collaborating with other healthcare professionals, reviewing documentation, conducting assessments, and collaborating with LACs/IPSCs as required.
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LICENSES/CERTIFICATIONS

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

The EFAC 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:	A - Physical Effort The EFAC will be responsible for traveling to and completing assessments 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.
	B - Physical Environment The EFAC spends 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.
	C - Sensory Attention The EFAC must focus on computer monitor, read emails, medical documentation, and approve financial expenditures. The EFAC is required to interact and conduct conversations with individuals in-person, on the phone and possibly also via video call, as well as receives information from direct reports, support networks, healthcare professional and families.
	D - Mental Pressures Personal resiliency is essential to meet the emotional demands of this position. The EFAC 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 EFACs to be able to de-escalate challenging situations. Additionally, EFACs need to work not only with the individual seeking support but also respectfully work with and navigate a range of support network dynamics. They are 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
Data From Conversion:	