

CLASSIFICATION JOB INFORMATION

SAP Job ID:	90005648
Position/Classification Title:	Team Lead Disability Support Program
Pay Grade:	EC 10
Add-On Eligibility:	True
Standardized:	No
Inactive	No
Date Last Evaluated:	5/29/2024

JOB INFORMATION

Job/Working Title:	DSP Team Lead
Department:	Community Services
Division/Section:	Disability Support Program
Reports To (Position Title):	Regional Hub Manager
Exclusion Status:	Excluded

OVERALL PURPOSE

The Disability Support Program is implementing a new community-based framework for supporting individuals with disabilities to live their vision for a good life in community. This will involve the implementation of a range of new person-centered supports including Local Area Coordination (LAC), Intensive Planning and Support Coordination (IPSC) and Eligibility, Funding and Assessment Coordination (EFAC) for DSP Funding. This framework is a critical component of the court ordered remedy to address the findings of systemic discrimination by the Province of Nova Scotia to ensure that persons with disabilities can live meaningful lives in their community of choice with the assistance they need in a timely manner.

The DSP Team Lead will enable this new framework to be implemented by leading a range of dedicated, specialized staff in day-to-day operations. The Team Lead will have genuine passion for people, Human Rights and an ability to foster a positive strengths-based, person-centred culture. The Team Lead will coach, mentor and supervise their teams to understand new approaches to working alongside individuals with disabilities, their support networks and communities to build their capacity, resilience and citizenship. As many aspects of this community-based framework are new to Nova Scotia and Canada, the Team Lead must be accustomed to leading a team through an environment of ambiguity, that is driven by reaching positive outcomes for individuals with disabilities and communities. The Team Lead must also be a skilled relationship builder, developing effective partnerships with people, communities and a wide range of services.

The Team Lead and their staff support individuals who have lived experience, or at increasing risk, of systemic and societal discrimination and exclusion and so they must: be a reflective practitioner, understand and be sensitive to the effects of trauma, and flexible and adaptive in their communicative approaches. The Team Lead will understand and model to staff how to adapt their approach to meet individuals' unique communication needs and to create a safe space, so they make their own decisions on their vision for a good life.

KEY RESPONSIBILITIES

- Leading and Managing Delivery of DSP Programs: The Team Lead has a deep understanding of the principles, delivery, and practices of their assigned DSP Program (Local Area Coordination; Intensive Planning and Support Coordination and/or Eligibility, Funding and Assessment Coordinators). They also have extensive knowledge of how to work alongside people with disabilities, families, communities, and service partners. They use this knowledge to lead the development of systems, policies, and procedures to enable the implementation, sustainability, and expansion of their assigned program in their region. They establish and oversee agreed monitoring and evaluation systems. They also report and make recommendations on their assigned program's delivery, outcomes, risks, issues, and opportunities to a range of leadership partners. In addition, they are primary contributors to long term development and sustainability of their assigned program in NS. They build strong, reciprocal partnerships with a range of stakeholders, including service delivery partners. They are skilled problem-solvers and effectively manage and resolve any issues or complaints that arise from their internal teams and/or from the delivery of their assigned program (i.e., community members, government partners,

etc.). This includes communicating with individuals and partners who may not understand or agree with their staff's decisions.

- **Recruitment, Development and Supervision of Staff:** The Team Lead works in partnership with Regional Hub Managers, community, and other partners to coordinate the selection, onboarding, and professional development of DSP Staff. They lead, coach, supervise and support a team in their region. They enable them to build their knowledge, confidence, and capacity to work alongside people with disabilities, their identified support networks, and communities to build their vision for a good life. They also promote and monitor staff's understanding and delivery of DSP and Nova Scotia Service Standards, policies, procedures. The Team Lead facilitates regular, purposeful team meetings and peer to peer staff supports that enable innovation and creativity to problem solve complex issues. They build a culture of respect, reflective practice, constructive challenge, self-direction and shared learning within their team. This includes a range of day-to-day items including:

- o Providing leadership, role modelling, monthly supervision/1:1 and professional support and guidance to staff in the area, both individually and as a team.
- o Direct supervision of a team of up to 8 LACs, IPSCs, and EFAC's
- o Full responsibility for hiring, discipline, performance management and step 1 of grievance procedure
- o Supporting their team to maintain their outlined ratio of people they are working alongside (e.g., IPSC ratio of 1:20) including analyzing trends (e.g. frequent additions), issues, and assignment of files. For Team Leads supporting LAC's, IPSC's, and EFAC's this includes supporting their team to maintain a balanced workload of working alongside individuals, partnership development, administration duties, and professional development and supervision.
- o Facilitating community and partnership building, including working alongside people with disabilities, families and local communities
- o Providing guidance and support to staff around safeguarding, risks and complex needs situations. This would include working directly with other Departments and other partners to manage safeguarding situations appropriately as they arise.

- **Partnership & Capacity Building:** The Team Lead works in partnership with staff to promote local, inclusive, strengths based, and person-centred supports and services. They build relationships with a wide range of partners to contribute to wider regional work around supporting inclusion, strengthening communities, and addressing health and social inequalities. This includes building positive, ongoing relationships with various elected officials (Municipal, Provincial, Federal), advocacy groups, and the public. They constructively challenge partners to ensure maximum opportunities for inclusion and contribution of all individuals within communities. Furthermore, they work alongside these partners to develop the contribution and leadership of people with disabilities, families and communities in the ongoing development, delivery and improvement of DSP Programs. The Team Lead develops, implements, monitors and reports on their areas of responsibility's Operational Plans.

- **Upholding Values and Principles and Professional Development:** The Team Lead champions the values, principles, and practices of DSP in their behaviour, their relationships and partnerships with community and service partners. 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 Team Lead navigates multiple environments and upholds professional boundaries, while developing positive and genuine working relationships. They participate in their own reflective practice and professional development. They stay updated on issues, innovations, and developments in the disability support sector.

- May perform other duties as assigned that may include but not limited to OH&S, regional / provincial working groups, and / or workplace initiatives.
- May act on behalf of the Regional Hub Manager

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

<p>Contacts (Typical):</p>	<ul style="list-style-type: none"> • Internal: Executive Director; Directors; Regional Hub Managers; Other Team Leads; Program Coordinators and Specialists of DSP; DSP Service Delivery Staff (Care Coordinators; LACs, IPSCs, EFACs, Community Living Facilitators and Regional Closure Leads); Other DCS Supervisors, DOJ Legal Counsel • External: Community Members, Community Groups; Regional Advisory Councils; Provincial Advisory Council; Elected Representatives at the federal, provincial and municipal levels; Service Providers; agencies; inter-disciplinary teams
<p>Innovation:</p>	<p>The Team Lead has a deep understanding of their assigned program's philosophies, including strengths-based approaches. They are implementing a system transformation to a human right, evidence-based approach to supporting</p>

	<p>individuals with disabilities. This approach is new to both the Canadian and Nova Scotian context, which requires that the Team Lead be accustomed to navigating an environment of ambiguity and leading a team through change. They are skilled problem-solvers, supporting their staff who work alongside people and families facing complex and enduring life situations. They mentor their team to understand the limits and boundaries of their role. They exemplify how to lead through values and provide time and space for their staff to reflect, resolve complex issues and maintain the integrity of their assigned program and their role's practice frameworks. They navigate conflict and misunderstanding between services and partners and provide strategic guidance to their staff to resolve day to day issues they may be facing.</p> <p>The Team Lead has strong relationship building skills, developing effective partnerships that enhance supports for people with disabilities and their identified support networks. They are creative, adaptable leaders and use these skills to enable innovative approaches within community that strive for accessible and inclusive communities. They can manage and prioritize workload, competing demands, administration requirements and community building.</p>
<p>Decision Making:</p>	<p>The Team Lead has excellent leadership competencies and possess the ability to manage challenging and complex situations under stressful circumstances. Decisions are made within the framework of legislation, collective agreements, professional knowledge, government policy, and general direction. The Team Lead must ensure that financial expenditures and approvals are within the scope of policy and are directed to the proper Manager when appropriate. In addition, depending on the assigned program, the Team Lead will review exceptional circumstance cases for funding/intensive individualized supports requirements. They will be required to make a decision on next steps or prepare the case for further review by the appropriate oversight body (e.g., Director, funding panel) as outlined in DSP Policy.</p>
<p>Impact of Results:</p>	<ul style="list-style-type: none"> • Skilled Teams: The leadership of the Team Lead enables knowledgeable, skilled, confident staff to work alongside people with disabilities, families, and local communities. This results in highly positive outcomes at individual, family, community, and systems levels, reducing likelihood of crisis and service use. Their mentorship develops a team of highly autonomous staff, who can build strong partnerships, who understand the limits and boundaries of the role, and are able and confident to seek support where required and appropriate. • Reflective Workplace Culture: Through modelling and providing guidance on their assigned program and DSP practices and values, the Team Lead develops a strong, reflective team culture of respect, shared learning, mutual support. • Remedying the Four Grounds of Discrimination: By developing their assigned program, the Team Lead 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). • Effective Joint Working Relationships: Collaboration and effective joint working relationships are essential outcomes of DSP supports. By building a shared understanding and effective partnerships with local people and communities, partnering with various service providers, community organizations, and government departments, the Team Lead ensures that individuals receive comprehensive and coordinated support tailored to their specific needs. • Decreased Demand & Dependence on Mainstream Disability Supports: By building individual, family, community capacity and resilience, the Team Leads 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.

People Management:

	# Direct Resources Managed	# Indirect Resources Managed
This position manages/supervises people	6-20	None

Additional Information (if required):

LICENSES/CERTIFICATIONS**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 frequent exposure to psychological pressure conditions where the psychological stress is noticeable (e.g., conflicting/competing deadlines, dealing with angry/demanding customers/clients on a continued basis, etc.). There is limited capability to control the pace of work and the number of disruptions, and concern exists about occurrence of dangerous situations. Disruption to personal life due to work, work schedules or travel is considerable.

Examples/ Additional Information:	The Team Lead must be a mature, responsible individual, able to relate to a variety of situations. They must be able to cope with matters in a calm, professional and competent manner. There is a strong focus on building effective trusting relationships with people from a range of backgrounds, situations, and professions/services. A great deal of thought, respect, understanding, and diplomacy is required. They must have access to reliable transportation.
Data From Conversion:	