

## CLASSIFICATION JOB INFORMATION

SAP Job ID:	90005643
Position/Classification Title:	Regional Hub Manager
Pay Grade:	EC 12
Add-On Eligibility:	False
Standardized:	No
Inactive	No
Date Last Evaluated:	5/13/2024

## JOB INFORMATION

Job/Working Title:	Regional Hub Manager
Department:	Community Services
Division/Section:	Disability Support
Reports To (Position Title):	Director, Service Delivery -Regional Hubs
Exclusion Status:	Excluded

## OVERALL PURPOSE

The Department of Community Services (DCS) is a large and diverse department providing a broad portfolio of programs and services to help the most vulnerable people of Nova Scotia be independent, self-reliant, and secure. This requires the highest level of collaboration and cooperation internally across all divisions of DCS, and externally with a significant network of service providers, other departments, and levels of government. For the Disability Support Program (DSP), there is a further requirement for significant collaboration with participants, families, communities, and practitioners as it is critical to achieving the outcomes of the court ordered Human Rights Remedy.

DSP is implementing a new community-based framework for supporting individuals with disabilities to live their vision for a good life in community. This includes the establishment of a Regional Hub model of service delivery designed to respond to local needs. This model will be connected to a provincial framework and processes for consistency and accountability and will oversee 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. The implementation of Regional Hubs 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 individuals with disabilities can live meaningful lives in their community of choice with the assistance they need in a timely manner.

The Regional Hub Manager (RHM) will lead the development, operations, and sustainability of their assigned Regional Hub. They will be accountable for ensuring the delivery of quality support to individuals with disabilities and their support networks, and the implementation of key remedy targets. The Regional Hub Manager has strong leadership skills, a genuine passion for people, Human Rights and a strong ability to foster a positive strengths-based, person-centered culture. They are strategic, skilled relationship builders. They develop effective, reciprocal partnerships with community partners and a wide range of services in their region to better address gaps and strengthen natural supports and services for individuals with disabilities. Furthermore, they will be working alongside a Regional Advisory Council to better understand the opportunities and issues individuals with disabilities are facing in their region.

The Regional Hub Manager will be responsible for human resource management of several staff teams throughout the region and operational planning within a geographic area of the Province. They coach, mentor and supervise their staff 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 of aspects of this community-based framework are new to Nova Scotia and Canada, the Regional Hub Manager must be accustomed to leading a team through an environment of ambiguity, that is driven by achieving positive outcomes for individuals with disabilities and communities. The Regional Hub Manager must be familiar with and able to interpret the Acts, Regulations, policies, and procedures for DSP. They understand and ensure adherence to all human resources policies and practices within the defined geographic area. Based on their extensive experience and knowledge in the disability support sector, they will provide advice to senior leaders and engage in strategic planning and implementation in a manner that aligns with the Disability Support Program's values. The Regional Hub Manager 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 Regional Hub Manager 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 Regional Hub Development and Operations:** The Regional Hub Manager (RHM) provides leadership and ensures quality delivery of supports and services to individuals with disabilities and their families from a human-rights and values-based approach. They have a deep understanding of the day-to-day operations of elevating individuals with disabilities and families to make their own decisions on their vision for a good life. They use this knowledge to lead the development of their Regional Hub, including strategic direction and planning, staffing, implementation of key remedy targets, and community and partnership capacity building. They provide exemplarily guidance to staff and model guiding values in balance with operational responsibilities and interpretation of DSP policies and procedures and relevant acts and regulations. They provide expert advice and knowledge on DSP and a human-rights approach to supporting individuals with disabilities, to a range of partners, some of those being: community organizations, service providers, DSP staff, elected officials, senior leaders in the Department of Community Services, and other departments. They work in collaboration with Team Leads to liaise with elected officials for the purpose of local area coordination, individual planning and support coordination, individualized funding, institutional closure projects, and information provision regarding DSP supports and services.

**Regional Community Capacity Building & Engagement:** The RHM play a pivotal role in community engagement and capacity building to ensure their Regional Hub is responsive to the aspirations and needs of their region and the sustainability of their supports and services (i.e., Local Area Coordination; Community Capacity Building, etc). They are skilled relationship builders, initiating partnerships and identifying opportunities to build community capacity and ensure the Regional Hub is a valued resource for individuals with disabilities, their identified support networks and communities. This includes oversight for DSP participants transitioning out of facility into community and ensuring connection with clinical services and other government programs. They have a profound and robust understanding of the regional conditions, history, culture, and people, and use the information to identify and critically analyze strengths, assets, gaps and opportunities based on that region's context. The RHM is also responsible for collaborating with community to ensure the development of and ongoing support to a Regional Advisory Council. They will facilitate and oversee a process agreed upon by DSP and the community that ensures the Advisory Council is composed of community members with lived experience of disability and other key stakeholders reflective of the population. The RHM works alongside the Council to review the Regional Hub's progress on its outlined targets and to provide feedback on issues facing people with disabilities in the region. In addition, in partnership with the Council, they co-develop and implement the Regional Hub's innovation fund, to identify and fund local and regional proposals to build the capacity of communities and strategic partnerships promoting inclusion.

**Human Resource and Financial Management:** The RHM, in collaboration with their Team Leads, is responsible for the effective management of human and financial resources for their Regional Hub. They will be involved in the recruiting, hiring, and training of a diverse workforce composed of a broad range of roles, including professional staff (e.g. LACs, IPSCs, etc). They will set and evaluate staff performance plans and lead internal and external communication across a broad range of teams. They address risk to staff and individuals that may be posed through volatile or escalated individuals on an immediate basis. They will acquire goods and services and ensure adherence to procurement guidelines. The Regional Hub Manager will also monitor expenditures and participate in accurate budget forecasting. They ensure compliance with relevant standards such as OHS, Management Manuals, Labour Code, collective agreements, and program standards specific to the Disability Support Program.

**Change Management & Program Implementation:** The RHM interprets and leads implementation of changes to supports offered by DSP, including key remedy targets. This is achieved through the provision of advice and guidance to DSP provincial leadership; critical analysis and feedback on the impact of changes noted and reported by individuals with disabilities, communities, and staff; and participating in the design and implementation of support and services changes including leadership in projects. They provide ongoing and clear communication at all internal levels, and represent the Department in communicating change to communities, service partners and the public. Through frequent collaboration with other Regional Hub Managers, they ensure consistency in high standards of service across regions, monitor implementation of changes and provide feedback to advise on opportunities for quality improvement.

**Quality and Risk Management:** The RHM ensures appropriate quality and risk management processes are followed by staff, particularly in the area of process controls, security of assets, and privacy of information. They ensure the integrity of the Regional Hub supports through ongoing evaluation. They ensure each role's practice framework is in alignment with provincial standards and fidelity frameworks. They manage operating budget expenditures, quarterly financial forecasts, and utilization of staff to ensure operational requirements are met from a person-centered approach.

**Evaluation and Reporting:** The RHM regularly evaluates the effectiveness of service delivery; prepares performance reports for achievement of service delivery objectives and identifies opportunities and specific initiatives to improve service delivery quality and effectiveness to Leadership teams. They analyze, reflect and report on the fidelity criteria for each of the roles and programs (i.e. Local Area Coordination)

Upholding Values and Principles & Professional Development: The RHM strongly exemplifies the organizational values of DSP, 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 the United Nations Convention on the Rights of Persons with Disabilities. promoting diversity, inclusion, and a healthy workplace The RHM 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 in their region of responsibility. They participate in their own reflective supervision, professional development, and identify their own learning and development plan.

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><b>Contacts (Typical):</b></p>	<p>Internal: Executive Director; Directors; Regional Hub Managers; Other Team Leads; Coordinators and Specialists of DSP; DSP Service Delivery Staff (Care Coordinators; LACs, IPSCs, EFACs, Community Living Facilitators and Regional Closure Specialists)</p> <p>External: Community Members, Community Groups; Regional Advisory Councils; Provincial Advisory Council; Elected Representatives at the federal, provincial, and municipal levels; Service Providers</p>
<p><b>Innovation:</b></p>	<p>The RHM resolves operational, fiscal, and human resource issues which address the provision of comprehensive disability support delivery to the community within an environment where human and fiscal resources need to be used differently to provide quality, person-centred services.</p> <p>The RHM will be leading a transformation to a human right, evidence-based approach to supporting individuals with disabilities through the Regional Hub model, where some aspects are new to the Canadian and Nova Scotian context. This requires that the RHM to be accustomed to navigating an environment of ambiguity that is outcome driven. The RHM coaches' employees to understand and commit to the need for organizational and cultural change within DSP to provide better supports to Nova Scotians with disabilities. They support demand, within the context of established service level targets and other factors (e.g., labour standards, collective agreement/training, retention), to determine the appropriate staffing level for achieving the departmental outcomes. The RHM will also cultivate high level partnerships to support and facilitate collaboration among partners, enabling their team to support individuals in complex life circumstances and find solutions for them (e.g. identifying policy exceptions).</p> <p>The RHM participates in working groups and Program, Department and corporate initiatives. They bring shared values to resolving problems and identify alternate solutions or changes to programs. Problem solving relies on thorough understanding of what it means to be a values-led program, a human rights approach, person-centred practices, and the Acts, Regulations and policies that govern all DSP program areas. Problem solving occurs in an operational environment that is characterized by time sensitive, urgent, person centred, demanding issues. They frequently deal with individuals in complicated situations, which requires highly evolved creative thinking and interpersonal skills.</p> <p>The RHM is called upon to simultaneously lead service delivery of disability supports and participate in the significant and ongoing changes being introduced to the Disability Support Program.</p>
<p><b>Decision Making:</b></p>	<p>Decisions are made within the framework of human-rights, DSP Values, legislation, collective agreements, professional knowledge, departmental strategic direction, and government policy, and relate to the management of human and fiscal resources such as workload distribution, participant service decisions, performance issues, training requirements and budget expenditures. Decisions can be nuanced involving multiple complexities and strategic in nature. The RHM must make decisions that impact the regional area of responsibility</p>

	<p>while keeping these aligned with the province-wide plans of the disability support program and the Department.</p> <p>The geographic location of staff and the distance from the RHM's superior requires a high level of independent decision making on the part of the RHM. Decision making related to the redeployment of staff resources within area of responsibility daily, complex, and urgent participant or staffing issues, must often be made without any consultation with the RHM's superior.</p> <p>Decisions regarding exceptions to existing policy are made in consultation with the appropriate partners. Decisions regarding spending beyond budget limits or adding additional staff are referred to the Executive Director of DSP.</p>
<b>Impact of Results:</b>	<p>The Regional Hub is the main public resource for all the programs and services offered by the Disability Support Program. Results achieved affect the ability of the Disability Support Program and the broader Department to meet corporate goals as well as its mission and strategic goals. Results impact the ability of staff to provide quality service delivery to a broad range of individuals with disabilities and their families served by the many supports and services offered by DSP. The RHM is in a strategic position to deliver on the Human Rights Remedy and advance the experience of people with disabilities by protecting their right to live full lives as citizens in their Nova Scotia community.</p> <p>The RHM's leadership of the implementation and ongoing delivery of changing services and systems is critical to the success of the overall goals of the Disability Support Program and broader Department. They provide expert advice and guidance to the DSP's head office regarding service delivery and lead the implementation of changes and being the primary change leader at the field level. Simultaneously, they ensure that all aspects of service delivery in the assigned area operate without interruption. Their leaderships impacts the public view of DSP, as well as staff's buy-in to significant transformation efforts that government invests in with DSP and DCS.</p>

**People Management:**

	# Direct Resources Managed	# Indirect Resources Managed
This position manages/supervises people	1-5	11-49

<b>Additional Information (if required):</b>	
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**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.

<b>Examples/ Additional Information:</b>	
<b>Data From Conversion:</b>	