



## **TEAM LEAD- DEVELOPMENTAL SERVICES FULL-TIME CONTRACT (12 MONTHS)**

Carebridge Community Support is seeking a Team Lead to join our Developmental Services team for the Smiths Falls and Almonte, Ontario area. Carebridge is one of the largest employers in Lanark County, working on a non-profit basis. Carebridge fosters caring, strong, and inclusive communities across the County. We contribute to the development of a person-centered, vibrant community by developing and providing services that help the community's most vulnerable feel welcome, supported, engaged, and connected to others. Our three pillars of service include Developmental Services, Senior Services and Affordable Housing.

The Team Lead is an integral part of the management team responsible for providing guidance, instruction, direction, and leadership to a group of individuals for the purpose of achieving Agency goals.

### **SUMMARY OF JOB DUTIES:**

The Team Lead is responsible for managing the day-to-day operations and activities of each assigned location and the programs in those areas. Including but not limited to:

- Providing leadership, support, and guidance to an assigned group of employees.
- Building trust and camaraderie between team members and promoting conflict resolution.
- Inspiring and motivating team members in achieving goals.
- Ensuring compliance with relevant legislation, governing programs, organizational policies and procedures, labour legislation, collective agreement, and quality standards.
- Participating in the implementation of departmental and Agency short- and long-term initiatives and strategies.
- Investigating and following up on incidents and reporting potential serious occurrences to the appropriate individual.
- Fostering learning, development, and operational expertise in staff by guiding and mentoring staff through coaching and performance management.
- Fostering communication and collaboration – both within the team/organization and with outside agencies, families, etc.
- Ensuring that the philosophy, goals, and objectives of the Agency are understood, reflected in work activities, and applied uniformly and consistently in practice.
- Serving as a role model to others by demonstrating a respectful and positive attitude towards employees and the individuals supported.
- Continually contributing to a safe and healthy work environment.
- Initiating and participating in progressive discipline and termination as required, in line with established employment practices as required.
- Participating in the grievance process, as required, in accordance with the Collective Agreement.
- Collaborating with HR and upper management to ensure staffing levels and schedules are appropriate.
- Ensuring all employees receive the appropriate training and education, including ongoing compliance training.
- Approving staff expense claims and purchase requests under \$500.
- Monitoring, and when applicable, approving petty cash, charge account expenses and all non-recurring non-capital purchases.
- Collaborating with management to review quarterly site budgets and work towards ensuring the allocated budget is balanced.

Responsible for providing Person Centered Support by:

- Ensuring quality service by following up on activities identified in individual plans; soliciting and acting on feedback from individuals supported and by leading evaluation processes which engage staff, people supported, and their “support networks”.
- Providing oversight for the DS Program functioning and positive outcomes for all DS services through effective leadership and support for the development of individual person-centered plans, treatment interventions and programming (as needed).
- Oversee monthly medication regime for individuals at each site.
- Work with teams and outside agencies when early signs of potential crisis and working cooperatively with the full team to ensure effective crisis prevention.
- Liaising and advocating for the individual with health and mental health professionals.
- Providing leadership and support in developing departmental processes to achieve personal outcomes for each individual.
- Promoting, fostering, and assisting people with creating their support networks; ensure that direct support staff maintain regular communication with families and/or other advocates with respect to specific people’s wishes.

**EDUCATION, SKILLS AND ABILITIES:**

- College diploma in a relevant field (I.e., SSW/DSW).
- 5-10 years’ experience working in the developmental services industry.
- Certification in First Aid, CPR, and CPI (required within six months of hire).
- Proven experience in a Supervisory/Team Lead role.
- Experience leading people in a complex, demanding environment.
- Ability to effectively challenge and inspire team members to work together cohesively as a team.
- Strong oral and written communication and active listening skills.
- Strong planning and execution skills.
- Ability to solve problems, resolve conflicts and make decisions with a high level of professionalism.
- Formal training and experience working with individuals with disabilities including dual diagnosis.
- Understanding of bio-psycho-social factors and its implications for diagnosis and treatment planning.

**Mandatory Job Requirements:**

- Valid driver’s license with a clean driving record and proof of insurance.
- A Clear Criminal Record Check for the Vulnerable Sector within the last 6 months is required.

**INTERESTED IN APPLYING FOR A POSITION AT CAREBRIDGE?**

Please email resume to [careers@carebridge.ca](mailto:careers@carebridge.ca)  
Fax: 613-256-1185

Carebridge provides employees with a competitive salary and employment perks like vacation, paid sick and personal time, training and development.

Carebridge is an equal opportunity employer prizing diversity and inclusion. We are committed to treating all employees and applicants for employment with respect and dignity. If you require assistance and/or an accommodation due to a disability during the application or the recruiting process, we can assist.

We thank all applicants, but only those selected for an interview will be contacted.