

Job Description – Dragonfly Team Leader

Title

Dragonfly Team Leader

Reports To

Dragonfly Program Manager

Position Summary

The Dragonfly Team Leader provides professional supervisory services in the areas of core-protection and enhancement within a community group care program. The Dragonfly Team Leader will be expected to establish and maintain open, effective communication between programs, children and youth, Child and Family Services, treatment team members, parents and other stakeholders to complete job duties. Additionally, this leadership position will be required to develop the skills, shift perspectives and behaviours, develop training, develop supervision plans, and evaluate their direct reports.

The Dragonfly Team Leader ensures that practitioners are maintaining or increasing the level of safety, well-being, permanency, and connection to supports available to their clients. Furthermore, this dynamic position ensures that the intent of legislation, contracts, standards, and policy and procedures are adhered to by themselves and their direct reports. These two focuses are addressed utilizing an ethical frame work that is client driven.

Core Competencies

- Client Focus
- Communication
- Energy & Stress
- Team Work
- Detail Oriented
- Quality Orientation
- Time Management
- Adaptability/ Flexibility
- Creative and Innovative Thinking
- Decision Making and Judgement
- Planning and Organizing
- Problem Solving
- Result Focus
- Accountability and Dependability
- Ethics and Integrity

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- Mediating and Negotiating
- Providing Consultation
- Leadership
- Coaching and Mentoring
- Staff Management
- Enforcing Legislation, Policies and Standards
- Development and Continual Learning

Major Job Responsibilities

- Supervise practitioners and related personnel
- Ensure that residents are properly matched
- Ensure that effective intervention strategies and case management is being conducted by all direct reports
- Serve as on-call authority for the smooth function of all programs on assigned time frames
- Notify Program Manager or designate of urgent concerns
- Keep the Program Manger informed of the needs and problems of the program
- Receive and address practitioner, caseworker and client grievances and relate the information to the appropriate supervisor
- Assist practitioners in completing risk assessments and safety plans
- Ensure standard compliance, quality assurance and staff development
- Notify Program Manager of identified learning needs
- Work with intake specialists to ensure file and child/youth information is complete
- Assist with annual budget preparation by identifying supply and equipment needs
- Assure adequate staffing at all times
- Assure standards compliance on a daily basis
- Provide guidance and support for work flow management
- Provide service delivery expertise in the management of on-call and emergencies
- Audit client files routinely and provide service delivery expertise in documentation of Care Plans, Assessments, Critical Incidents, reports and service team meetings
- Direct staff response to emergencies, e.g. severe weather, fire or bomb scares
- Assist with the development and implementation of policies and procedures
- Serve on committees as assigned
- Maintain prompt and regular attendance
- Plan, assign and direct the work of others
- Effectively present information and respond to questions from managers, employees, residents, families, professionals and the general public
- Facilitate and conduct team meetings, case management meetings, and supervisions
- Participate in supervisions, program meetings and supervision groups

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- Ensure all direct reports maintain human resource documentation and training requirements
- Knowledge of client population needs and treatment/intervention sources
- Read, analyze and interpret practice standards, professional journals, technical procedures and government standards and regulations
- Effective communication skills with individuals at all levels of the organization
- Seek out effective strategies to assist persons served in goal development
- Consult with clinical supports regarding tools, activities and strategies for persons served Care Plans
- Develop Safe Work Plans to meet practitioner safety needs
- A well-defined sense of diplomacy, including solid negotiation, conflict resolution, and people management skills
- Ability to solve complex problems and deal with a variety of issues
- Understand current theory base in core-protective, client centered and outcome-based services
- Prepare clear and concise reports
- To complete accurate evaluations, develops effective supervision plans and ensures that their direct reports meet the targets of these plans
- To develop assessment, intervention, case management, administrative and team skills of practitioners
- Completes all support letters or recommends disciplinary processes when appropriate.
- Conduct interviews and training as required
- Complete all administrative tasks assigned and required
- Perform other related work as assigned

Qualifications

- Post-Secondary School Diploma required, university degree in Human Services or related field preferred (or equivalent)
- 3 years' experience needed (Core-Protective Services preferred), or equivalent
- Intermediate – advanced knowledge of Microsoft Office (Word, Excel, Outlook, and Power Point)
- Ability to interpret and effectively manage multiple and competing priorities and deadlines
- Proven ability to organize, evaluate, communicate and present information, both verbally and written
- Demonstrated time management and project management skills
- Demonstrated Level 2 abilities (Jack Phelan training)

Work Conditions

- Manual dexterity required

Revised: August 2018



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- Interacts with support staff and the public at large
- Ability to lift up to 50 lbs
- Travel is required
- Vehicle required
- Irregular hours and available after hours
- Self-directed team
- Fast paced and dynamic environment
- Must be able to safely perform restraints