

# Rehabilitation – Subsidiary 6

## APS Benchmark Listings

Sub.No.	Bench- mark	Department	Working Title Job Title	Know-How				Creativity/ Problem Solving		Responsibility		Total Points
				Prof./ Cont.	Comp. Div.	H.R. Skills	Points	%	Points	Profile	Points	
<b>Rehabilitation 3 (Point Range 314 - 370)</b>												
006	<a href="#">064RB03</a>	Seniors, Community and Social Services	Program Coordinator	E	I	2	200	33	66	R1	76	342
<b>Rehabilitation 2 (Point Range 269 - 313)</b>												
006	<a href="#">063RB04</a>	Seniors, Community and Social Services	Residential Supervisor	D+	I	2	175	33	57	R1	66	298
006	<a href="#">063RB05</a>	Seniors, Community and Social Services	Home Coordinator	D+	I	2	175	33	57	R1	66	298
006	<a href="#">063RB06</a>	Children's Services	Recreation Therapist	E-	I	2	175	29	50	R1	57	282
<b>Rehabilitation 1 (Point Range 228 - 268)</b>												
006	<a href="#">062RB07</a>	Seniors, Community and Social Services	Rehabilitation Worker	D	I	2	152	29	43	R1	50	245
006	<a href="#">063RB08</a>	Seniors, Community and Social Services	Lifestyle Planner	D	I	2	152	29	43	R1	50	245

Note: Work at **Rehabilitation 5** and **Rehabilitation 4** levels no longer exist; new benchmarks will be established if work is found at these levels in the future.

Last Reviewed December 2021

# Subsidiary 6

## Benchmark Evaluation – 064RB03

### Identification Section

**Working Title:** Program Coordinator

**Department:** Seniors, Community and Social Services

**Division, Branch/Unit:** Edmonton Region - Disability Services - Residential Support Services (RSS)

**Reports To:** Manager, RSS

**Levels to D.M.:** 6

**Job Description:** [064RB03](#)

**Minimum Recruitment Standards:** See the [Minimum Recruitment Standards](#) for Rehabilitation

**Pay Grade:** [064RB](#) – Rehabilitation 3

### Comments on Role

Reporting to the Manager, Residential Support Services, the Program Coordinator, one of 4, is responsible for providing leadership, guidance and support to 4 or more Community Group Homes providing 24/7 care to adults with developmental disabilities. Provides direct supervision to the Community Home Supervisors (Rehab 2) who are responsible for the direct supervision of rehabilitation and individual support staff in provision of basic care, individual programming and other living supports to individuals.

The Program Coordinator functions as a team member providing advocacy, quality care, fostering an environment for growth and development, providing opportunities for community access and meaningful activities and support in a Service setting for adults with developmental disabilities. The Program Coordinator ensures that services delivery to each individual is according to their Service Plan, Individual Service Plan or Care Plan, Agency goals, CET standards and RSS policies, and procedures/practices.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E I 2 200	33% 66	R1 76	342

### Comments on Evaluation

- **Knowledge:**

**Professional/Content Knowledge:**

The position requires a related 2-year Diploma, preferably Disability Studies or equivalent related post-secondary education and considerable rehabilitation programming and behavior management experience specifically with adults with developmental disabilities in a group home setting. The position requires experience as a Group Home Supervisor that includes human resource

management, financial accountability and supervision of professional staff. Position must have knowledge of relevant legislation as well as Alberta licensing requirements for group homes. The breadth of education, knowledge and experience relevant to overseeing the operation of the group homes under the position's purview, and the provision of supervision/guidance to professional staff in 24/7 group home setting to adults with developmental disabilities supports the E rating. The position is not a deep specialist and focus is on the operation of the group homes therefore is not rated at an E+.

**Complexity and Diversity:**

As one of 4 Program Coordinators responsible for 4 or more community group homes, position ensures the consistency and continuity in the operation of the homes and care and programming provided to individuals in the homes. Must be knowledgeable of the programs, services and care provided by RSS and the supporting operating policies/procedures and practices. Position provides guidance and leadership to its staff requiring strong understanding of the care, safety and well-being of the needs of individuals with developmental disabilities and their special needs in a group home setting and the requirements for mandatory training requirements for staff. A senior supervisor, the position requires good understanding of human resource policies, practices, legislation and collective agreement. The position must also ensure the homes meet Supportive Living Accommodations Licensing requirements.

**Human Relations Skills:**

This supervisory position requires good communication skills to provide guidance and direction to staff and as well as skills in influencing and motivating. The position also requires excellent interpersonal skills necessary for ongoing interactions with parents/guardians, individuals in the homes and community agencies and support services when providing information, explanations and/or gathering information often requiring interpretation of information for the understanding of the recipient. The position must interpret non-verbal communication and body language when interacting with individuals in the homes.

▪ **Creativity/Problem Solving:**

Position is responsible for the ongoing operations of the homes and the care and programming of the resident individuals as it monitors homes for consistency in practices and provides direction and guidance to Residential Supervisors. The position develops and/or recommends to the manager improvements and/or practice/policy changes regarding ongoing operations, e.g. reviews incident reports and makes recommendation for corrective action including changes to existing practices; develops common format for licensing requirements for cleaning of home; or budget tracking. Position is responsible for implementing changes and ensuring all staff are informed. Responds to Residential Supervisors seeking guidance on ongoing staff performance concerns and/or conflicts requiring position to evaluate and determine course of action and/or recommendations to Manager on next steps. Position is rated 33% recognizing the requirement to analyze the issues presenting and develop an appropriate response/recommendation based on applying their knowledge and experience and understanding of the operational policies/practices and relevant legislation. Position was not rated 38% as it has access to the other Program Coordinators for assistance and to the Manager, who has accountable for the overall management and operations of the homes, for matters judged to be outside their scope of responsibilities and/or of greater impact.

▪ **Responsibility:**

Position has oversight and accountability for the direct delivery of programs, care and services to individuals with development disabilities through supervision of 4 or more Group Home Supervisors, which aligns with the R1 rating.

**Last Reviewed: December 2021**

# Subsidiary 6 Benchmark

## Job Description – 064RB03

### Purpose

*(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)*

The Program Coordinator functions as a team member providing advocacy, quality care, fostering an environment for growth and development, providing opportunities for community access and meaningful activities and support in a Service setting. The Program Coordinator is responsible for providing leadership and support to 4 or more Community Home Supervisors. The Program Coordinator ensures that service delivery to each individual is according to their Service Plan, Individual Service Plan or Care Plan, Agency goals, CET standards and RSS Policies and Procedures/practices.

### Responsibilities and Activities

*(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)*

#### Supervision of Residential Supervisors (Rehabilitation 2's) by:

- Providing expertise, guidance, direction, coaching and mentoring to the residential supervisors through monthly performance conversations, worksite meetings and presentations.
- Monitoring, assessing and evaluating staff performance by providing on-going feedback, conversation reviews and annual performance agreements.
- Assisting with screening, developing of interview plans, sitting on interview panels and selection of staff for RSS.
- Ensuring that staffing is adequate and orientation and training is provided to residential supervisors/staff ensuring consistency, equity and relevance of services delivered within the worksites.
- Assessing overall functioning of each worksite which may occur through direct observations of activities occurring within the home, audits, attendance at meetings, feedback from various stakeholders and follow up as required.
- Monitoring attendance of all staff within the worksites, discussing issues as they arise and developing action plans as necessary.
- Working with supervisors in developing strategies to deal with performance issues and/or situations of conflict within a team. Referring unresolved issues to the Manager for advice or assistance.
- Participating in worksite meetings to provide information, ensure common awareness of goals and procedures and to discuss issues which effect the operation of service.
- Assessing service trends and providing leadership to residential supervisors in the implementation of RSS special projects or initiatives.

#### Monitors effective operation of the worksites in meeting the needs of the individuals by:

- Ensure goals included within the Service Plan are met.
- Assuming a key role in review and redesign of the Service planning tool and how Service supports are delivered.
- Shifting/reallocating resources depending on the needs of the individuals.
- Evaluating day supports provided to the individuals through data collected on a weekly basis.
- Working in partnership with various stakeholders.
- Reviewing all resident incident reports and provides recommendations, follow-up and

conducts investigations when necessary.

- Developing objectives based on established service frame work/direction/policies and procedures within Disability Services - RSS.

Ensures administrative and financial functions by:

- Providing input into policy development and implementation and ensuring the coordination of services.
- Participating in committees for the purpose of service monitoring and improvement or other initiatives.
- Developing and delivery presentations for staff with RSS.
- Overseeing the allocated budget for the homes, participates in the annual budget process, monitors expenditure requests and reviews submission requests from the homes for fixed assets and prioritize with the Manager.
- Reviewing, verifying and submitting residential supervisor's timesheets.
- Reviewing all personal expense claims from worksite staff.
- Participating in staff training.
- Participating in internal/external committees as delegated.

May be assigned additional responsibilities to maintain community home operations. This does not include responsibilities of higher level positions/classifications.

## Knowledge, Skills and Abilities

*(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)*

Qualifications:

- Directly related two (2) year diploma or a degree related to the position and four (4) years of related experience.
- First Aide/CPR.
- Completion of all mandatory and necessary training applicable to each worksite (First Aide, CPR, Medication Administration, Health Care, Back Care, WHMIS, Abuse Protocol, FOIP, etc., and all OLE training as requested). Training requirements may vary in some worksites.
- In-service training in tube feeding, nebulizers, suctioning, insulin injections and oxygen; or determined delegated training. In-service training may vary in some worksites.

Knowledge:

- Knowledge of legislative Acts and regulations as per worksite (i.e., *Child, Youth and Family Enhancement Act, Adult Guardianship and Trustee Act, Supportive Living Accommodation Licensing Act*).
- Knowledge of various disabilities such as: cerebral palsy, seizure disorders, quadriplegia, aggressive behaviours, etc.
- Demonstrated knowledge of health and safety needs of individuals with developmental disabilities.
- FOIP (Freedom of Information and Privacy).
- Code of Conduct and Ethics.
- Working knowledge of group dynamics.
- Understanding of conflict resolution process.
- Working knowledge of situational leadership process.
- Understanding the principles of behaviour management, goal planning, program design, Service Care Plan development and evaluation.
- Working knowledge of government budget cycle and process.

- RSS Policies and Procedures/practices.

### Skills and Abilities:

- Proven ability to exercise leadership and to collaborate with various stakeholders to facilitate partnerships to enhance individuals' opportunities for varied experiences, relationships and community inclusion.
- Ability to interpret community trends appropriate to individual needs and to contribute to the further development of service standards.
- Ability to adapt to changing work environments.
- Ability to operate audio visual equipment/standard office equipment (i.e., computer, fax machine, scanner, etc.).
- Ability to utilize programs such as SharePoint, Outlook, Microsoft Office, etc.
- Ability to operate basic household appliances and fire extinguishers (i.e., fire/security systems, etc.).
- Ability to adapt services appropriate to the developmental, health and safety needs of the individuals.
- Ability to interpret non-verbal communication and body language of individuals.
- Ability to use sound judgement when responding to individual needs including the capacity to provide direction and support in crisis or emergent situations.
- Ability to be creative in enhancement/adaptation of the environment to promote awareness and stimulation of the individuals.
- Demonstrated ability in supervision, orientation, training and evaluation of staff.
- Demonstrated positive problem solving techniques, professional communication skills, effective time management skills, observation and assessment skills and the ability to demonstrate leadership.
- Demonstrated ability to monitor, coordinate and audit the operations of the worksites. Capacity to monitor and implement effective financial operations of the worksites.
- Ability to develop and implement actions plans for the worksite that reflect the philosophies and annual goals of the organization.
- Professional behaviour to ensure proper representation of the GOA and the role.
- Demonstrated proficiency in written and verbal English skills.

## Contacts

*(The main contacts of this position and the purpose of those contacts.)*

### Internal:

- Daily/Weekly contact with RSS Staff to provide assistance with daily living needs.
- Daily contact with RSS Management to provide assistance with daily living needs; receive guidance and direction as required.

### External:

- DATS, Medical Professionals.
- Guardians, family and friends, volunteer and community contacts.

## Supervision Exercised

*(List position numbers, class titles, and working titles of positions directly supervised.)*

The Program Coordinator supervises Community Home Supervisors (Rehabilitation 2).

# Subsidiary 6

## Benchmark Evaluation – 063RB04

### Identification Section

<b>Working Title:</b>	Residential Supervisor
<b>Department:</b>	Seniors, Community and Social Services
<b>Division, Branch/Unit:</b>	Edmonton, Disability Services, Residential Support Services (RSS)
<b>Reports To:</b>	Program Coordinator (RH3)
<b>Levels to D.M.:</b>	7
<b>Job Description:</b>	<a href="#">063RB04</a>
<b>Minimum Recruitment Standards:</b>	See the <a href="#">Minimum Recruitment Standards</a> for Rehabilitation
<b>Pay Grade:</b>	<a href="#">063RB</a> – Rehabilitation 2

### Comments on Role

The Residential Supervisor is responsible for the supervision and day-to-day operations of a 24/7 group home for up to 6 individuals with developmentally disabilities, who require care and supervision to sustain life and well-being. The position provides direct supervision to rehabilitation and individual support staff, ongoing staff activities relevant to the individual's ISP, contact with internal and external services, frontline duties and maintenance of administrative and financial procedures.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D+   2   175	33%   57	R1   66	298

### Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- The position requires knowledge of developmental disabilities and associated behaviors typically acquired through a 2-year Disability Services Diploma or equivalent related post-secondary education. The position requires knowledge of the ISP, Service Plan and Care Plan processes and implementation relevant to the direction and supervision of the staff within the home, carrying out the plan activities and strategies. As the supervisor of the day-to-day home operations and the staff, the position requires supervisory experience and considerable related experience providing for the safety, care and well-being of individuals with developmental disabilities. The position requires knowledge of licensing and health requirements, *Adult Guardianship* and *Trustee Act*; relevant legislation related to persons in care and RSS operational policies, procedures and processes. A combination of knowledge and practical experience supports the push on the D. Position was not rated E as the responsibilities of the role are focused on a broad practical

knowledge and experience whereas E level roles are reliant on theoretical knowledge and professional experience applied in exercising professional assessment and judgement in the formulation of approaches, responses and solutions.

**Complexity and Diversity:**

The position is responsible for the coordination of the day-to-day operations, all necessary resources and supervision of a group home supporting up to 6 individuals with developmental disabilities, who require care and supervision to sustain life and wellbeing. The position requires good knowledge of the purpose and intent of RSS programs and services, the related governing operational policies, practices, procedures and processes governing the operation of the home and the care of the individuals to ensure adherence.

**Human Relations Skills:**

As a supervisory role, the position requires good oral and written communication skills as well as strong coaching, mentoring and the ability to influence behaviour. Human relations skills are required when interacting with guardians/parents and professional staff. A good understanding of non-verbal communication and interpreting body language is required when interacting with individuals within the home.

- **Creativity/Problem Solving:**

Position is responsible for the ongoing 24/7 operation of the home and has a degree of independence and discretion in making decisions pertaining to those operations and the care of the individuals within the home. The position is guided by the established operational policies, practices, procedures and processes and most matters/issues encountered are within the scope of those guidelines. There is access to off-site assistance. Position has input into identifying and putting forward recommendations for new and/or changes to operational policies/procedures. Problem solving is beyond the 29% rating, with the additional complexities in terms of resolving issues as well as responsibility for supervision, supports the higher rating of 33%.

- **Responsibility:**

The position provides supervision and direct delivery of programs and services within a group home environment to individuals with developmental disabilities consistent with R1 rating.

**Last Reviewed: December 2021**

# Subsidiary 6 Benchmark

## Job Description – 063RB04

### Purpose

*(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)*

The residential supervisor functions as a team member providing advocacy, quality care, fostering an environment for growth and development, providing opportunities for community access and meaningful activities and support in a Service setting for individuals with developmental disabilities who require care and supervision to sustain life and well-being. Primary responsibilities include: direct supervision of rehabilitation and individual support staff, oversight of Service Plans, Individual Service Plans or Care Plans, contact with internal and external services, frontline duties and maintenance of administrative and financial procedures. The incumbent will work collaboratively with other residential supervisors to promote unity and teamwork within the organization.

### Responsibilities and Activities

*(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)*

#### Supervision and coordination of permanent and wage staff in the worksite to provide efficient operations by:

- Monitors staff performance standards/goals and coaches staff towards meeting goals. Monitors by providing ongoing feedback through observation, written records, performance conversations and the annual performance agreement.
- Provides orientation and training for staff, volunteers and students.
- Ensures organization policies, procedures and CET and Licensing standards are followed.
- Assesses and assigns workload distribution and delegates responsibilities.
- Facilitates and models appropriate communication within the worksite. May participate in recruitment initiatives.
- Ensures adequate shift coverage; approves overtime and ensures proper use of entitlements.

#### Responsible for the development, implementation and evaluation of Service Plans, Individual Service Plans or Care plans to promote healthy and positive lifestyles by:

- Oversees the completion of Service Plans, Individual Service Plans or Care Plans, monthly summaries, annual reports and monitors personal and health care procedures/practices in accordance with assessed individual needs, professional consultations and established organizational standards.
- Provides opportunities and environments that meet the individual needs to promote quality of life.
- Acts as an advocate as well as an information source to each individuals' individual support network.
- Ensures program systems and medication systems are in accordance with established organizational standards.

#### Responsible for the daily operations of the worksite in order to promote and maintain a healthy, safe and positive environment by:

- Coordinates operations of the worksite by; monitoring facility, assessing individual and staff safety requirements and implementing preventative measures as required (i.e., OH&S standards, site management, inventory maintenance and supplies).

- Responds to emergency situations by taking action as required.
- Oversees the development of community access opportunities by acting as a facilitator/advocate to promote further opportunities for inclusion and community partnerships.
- Shares in frontline workload to provide coverage/assistance and role modelling when necessary.

Oversees the financial procedures of the worksite by:

- Develops and implements plans for cost efficiency measures, submitting operational reports as required.
- Monitors and verifies expenditures made.
- Submits budget needs of the worksite and maintains an accurate inventory of assets.
- Purchases, requests and orders supplies and equipment and follows approved processes.

Responsible for the administrative procedures of the worksite to maintain efficient operations by:

- Participates in the development of agency goals and develops/evaluates specific worksite program goals/action plans on an annual basis.
- Conducts team meetings and participates in leadership meetings for the purpose of providing/receiving information and ensuring consistency of service delivery and improvement or other initiatives.
- Responsible for training employees on timesheet completion, reviews, verifies, tracks attendance and submits timesheets in an accurate and timely approach.
- Monitors and authorizes expenses for trust accounts.
- Arranges and participates in staff development and training.
- Participates in Agency, internal and external committees as required for the purpose of service monitoring and improvement.

May be assigned additional responsibilities to maintain community home operations. This does not include responsibilities of higher level positions/classifications.

## Knowledge, Skills and Abilities

*(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)*

Qualifications:

- Directly related two (2) year diploma or a degree related to the position and two (2) years of related experience.
- First Aid/CPR.
- Completion of all mandatory and necessary training applicable to each worksite (First Aide, CPR, Medication Administration, Health Care, Back Care, WHMIS, Abuse Protocol, FOIP, etc. and all OLE training as requested). Training requirements may vary in some worksites.
- In-service training in tube feeding, nebulizers, suctioning, insulin injections, and oxygen or determined delegated training. In-service training may vary in some worksites.

Knowledge:

- Knowledge of legislative Acts and regulations as per worksite (i.e., *Child, Youth and Family Enhancement Act, Adult Guardianship and Trustee Act, Supportive Living Accommodation Living Act*).
- Knowledge of various disabilities such as: cerebral palsy, seizure disorders, quadriplegia, aggressive behaviours, etc.
- RSS Policies and Procedures/practices.

- FOIP (Freedom of Information and Privacy).
- Code of Conduct and Ethics

### Skills and Abilities:

- Ability to adapt to changing work environments.
- Ability to operate audio visual equipment/standard office equipment (i.e., computer, fax machine, scanner, etc.).
- Ability to utilize programs such as SharePoint, Outlook, Microsoft Office, etc.
- Ability to operate basic household appliances and fire extinguishers (i.e., fire/security systems, etc.).
- Ability to interpret non-verbal communication and body language of individuals.
- Ability to use sound judgement when responding to individual needs including the capacity to respond appropriately to a crisis or emergent situation.
- Flexibility to meet each individual's diverse needs.
- Ability to be creative in enhancement/adaptation of the environment to promote awareness and stimulation of the individuals.
- Demonstrated positive problem solving techniques, professional communication skills, effective time management skills, observation and assessment skills and the ability to demonstrate leadership.
- Ability to direct staff, provide orientation/training and evaluate performance.
- Ability to monitor, coordinate and audit the operations of the worksite. Capacity to monitor and implement effective financial operations of the worksite.
- Ability to develop and implement action plans for the worksite that reflect the philosophies and annual goals of the organization.
- Professional behaviour to ensure proper representation of the GOA and the role.
- Requires proficiency in written and verbal English skills.

## Contacts

*(The main contacts of this position and the purpose of those contacts.)*

### Internal:

- Daily contact with RSS Staff to provide assistance with daily living needs.
- Daily/weekly contact with RSS Management to provide assistance with daily living needs, receive guidance and direction as required.

### External:

- Weekly contact with DATS, Medical Professionals, Guardians, family friends, volunteers and community to provide assistance with daily living needs.

## Supervision Exercised

*(List position numbers, class titles, and working titles of positions directly supervised.)*

Residential Supervisor supervises permanent and wage rehabilitation and individual support staff.

# Subsidiary 6

## Benchmark Evaluation – 063RB05

### Identification Section

<b>Working Title:</b>	Home Coordinator
<b>Department:</b>	Seniors, Community and Social Services
<b>Division, Branch/Unit:</b>	Central Region, Disability Services, Michener Center
<b>Reports To:</b>	Program Coordinator (RH3)
<b>Levels to D.M.:</b>	7
<b>Job Description:</b>	<a href="#">063RB05</a>
<b>Minimum Recruitment Standards:</b>	See the <a href="#">Minimum Recruitment Standards</a> for Rehabilitation
<b>Pay Grade:</b>	<a href="#">063RB</a> – Rehabilitation 2

### Comments on Role

The Home Coordinator provides leadership for the day-to-day operations of 2-3 home environments in Michener Center, a 24/7 facility for individuals with intellectual disabilities. The position is responsible for supervision of all home staff, ensuring they are equipped with skills necessary to perform their responsibilities in providing care, medical wellbeing and safety/security of the individuals in the homes. Within the home environment is a diverse adult population e.g. geriatrics, Alzheimer's, dually diagnosed, medically fragile, severe physical and mental disabilities, challenging behaviors, fetal alcohol syndrome, etc.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D+ I 2 175	33% 57	R1 66	298

### Comments on Evaluation

- **Knowledge:**

**Professional/Content Knowledge:**

The position requires a related diploma in Community Rehabilitation or Disability Studies or equivalent post-secondary education and considerable related experience including supervisory experience. Position requires a good knowledge and experience with a diversity of persons with developmental disabilities as it pertains to the care, safety and wellbeing of individuals in the homes critical to the overall operation of the homes and the provision of guidance/direction/supervision of frontline staff in the homes.

The position also requires knowledge of Service Plans, Care Plans and Individual Service Plans and strategies relevant to the responsibility for implementing and directing staff and reporting on progress. The role also requires knowledge of administrative and financial processes and

procedures related to the operation of the homes and banking requirement for the individuals. The additional knowledge of financial and administrative processes and supervisory experience required supports the push on the D. The position is reliant on practical knowledge, experience; and is guided by established policies, practices, procedures and precedents supporting the D+ whereas E level roles apply theoretical knowledge and professional experience essential to exercising judgement in the formulation of responses to resolve issues or concerns.

**Complexity and Diversity:**

The position requires a good understanding of the operation of Michener, the policies, procedures and processes, CET (Creating Excellence Together) standards and legislated requirements for licensing, health inspection, protection for individuals in care and OHS standards relevant to overall supervision of the 24/7 operation of 2 or 3 home (homes may have 6 individuals and/or as few as 3), the care, safety and wellbeing of the individuals and the supervision of front line staff (up to 24 or 27 Individual Support Workers (IS2)).

**Human Relations Skills:**

The position requires excellent verbal and written communication skills for interactions with guardians, trustees, community agencies, and professionals regarding the care, safety, and wellbeing of individuals in the home. The position must interpret non-verbal communication and body language when interacting with individuals in the homes. As a supervisor, the position requires human relations skills to provide direction, guidance and coaching to their staff including dispute/conflict resolution through mentoring and mediation.

▪ **Creativity/Problem Solving:**

Reporting to a Program Coordinator (Rehabilitation 3) the position is responsible for the ongoing day-to-day operations of 2 or 3 homes, supervision of the staff (up to 27) and the care, safety, well-being of the individual in the homes. Work is guided by established policies, practices, procedures and processes and is applied to a variety of issues/matters requiring differing approaches and actions. The breadth of supervision adds problem-solving complexities in terms of dealing with issues. There is also a level of complexity associated budgeting within the home and ensuring individuals needs, wants and desires are balanced with the position's accountability to their trustees when administering the individual's account. The position does have access to the Program Supervisor for complex matters or those outside the scope of their responsibilities. The complexity of the day-to-day operations of 2-3 home, span of supervision and the related diversity of issues/matters encountered by the position supports the rating of 33%.

▪ **Responsibility:**

The position is directly responsible for the 24/7 operation and supervision of 2-3 homes providing personal care, medical wellbeing, finances, safety/security of individuals residing in the homes.

**Last Reviewed: December 2021**

# Subsidiary 6 Benchmark

## Job Description – 063RB05

### Purpose

*(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)*

The Home Coordinator provides a leadership role for the day to day operation of a home(s) environment in a 24/7 facility and is committed to guiding and empowering people (staff and individuals) to achieve their full potential in all aspects of their lives/roles. This position takes lead role in and is responsible for supervision of all home staff which includes providing direction, scheduling, performance evaluation, dispute/conflict resolution through mentoring and mediation. The Home Coordinator will cultivate a healthy work environment by acknowledging staff's experience, equipping them with skills necessary to perform their job duties while respecting their diversity and contributions. Within this operation is a diverse adult population (e.g. geriatrics, Alzheimer's, dually diagnosed, medically fragile, severe physical and mental disabilities, challenging behaviors, fetal alcohol syndrome). This position ensures that home staff create, maintain and are held accountable for each individual's dignity, respect, personal care, medical well-being, finances, safety/security, options for choice and decision making.

### Responsibilities and Activities

*(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)*

Provides organization, supervision, consultation and support to home team within the policies and procedures of Michener Services, Persons with Developmental Disabilities (PDD) and the Master Agreement to ensure efficient and effective operation and delivery of service.

- Provides leadership to the staff in the home(s) to ensure they are trained, equipped and skilled for all aspects of the job.
- Supervision of home staff by spending time in the home ensuring staff are being held accountable for the day to day tasks.
- Involved in recruitment process, orientation, ongoing training, scheduling, performance goals and evaluation, guidance, coaching/mentoring, dispute/conflict resolution.
- Completes administrative documentation relative to staff and individuals in the home including approving timesheets, rosters, mandatory training, Performance Agreements, return to work contracts through Great West Life, etc.
- Provides effective use of staffing resources which includes wage and overtime usage, staying within a projected budget allotment.
- Facilitates Practicum Students work experience.
- Under the *Occupational Health and Safety Act (OH&S)*, responsible for investigation of staff accidents/injuries, filling out required forms and getting them in to Supervisor/Manager within specified time period. Also responsible to follow up on recommendations for prevention of further accidents/injuries and ensure a safe work environment.
- Takes lead role for enrolment/recertification of staff in Medication Administration, ensuring staff are proficient in the Electronic Medication Administration Record (EMAR) system. Responsible for supervision of med pours and associated documentation.
- Facilitates regular team meetings.
- Responsible for budgeting and money resources for home and individual accounts; working with Public/Private Trustees; receipt/tracking of expenditures; ensuring requests for money are processed in a timely manner; quarterly reports to Public/Private Trustees; bill payments; dealing with large amounts of cash, travelling to and from the bank on an as needed basis.
- Ensures *Protection for Persons in Care Act (PPIC)* is followed by reporting incidents,

ensuring all reports are completed scheduling staff interviews, ensuring recommendations and preventative measures are carried out.

- Responsible for ensuring furniture, equipment, fixed assets and supplies are adequate and expenditures are appropriate in meeting the needs of the individuals. Identifies and requests service and maintenance for the home.
- Responsible for maintenance/documentation and usage of the home(s) transportation. Provide monthly expenses/receipts and documentation to the Transportation department. Follow up with reports, etc., in cases where the vehicle has been damaged.
- Provides cover off support to the Home Support Team and to the Residential Services Office (off hours supervision) as scheduled. This includes supervision of all homes and areas on site. Also the call center for agencies throughout the region to call in emergency situations. Will require shift work and weekends.

#### Enhanced quality of life for individuals:

- Supports the Lifestyle Planner in the lifestyle planning for individuals in accordance with the business plan and Persons with Developmental Disabilities (POD) direction to provide quality of life experiences for individuals through citizenship, choice and equality of opportunity.
- Ensures home staff are equipped to fulfill the wants, needs and interests of the individual as well as the guardian are acknowledged and considered in the lifestyle planning process.
- Takes lead role in involving various stakeholders, facilitates guardian/trustee approval and oversees the lifestyle planning process including the planning, implementation, monitoring and capturing outcomes for individuals.
- Planning areas include but are not limited to personal care and hygiene, health care, leisure and recreation, spiritual needs, relationships, community integration, transportation and protection of rights/advocacy, ISP goals and behavioural support plans.
- Ensures that staff are well informed of how to ensure health care needs are met by facilitating doctor appointments and all the required paperwork, monitoring/maintenance of help aids (i.e., wheelchairs, hospital beds, hearing aids, glasses, etc.), physical adaptations, hospital visits, personal and medical supplies and services.
- Ensures appropriateness and quality activities occur that promote the integration of the individual both within their home and the greater community. This is done by equipping staff with information and training necessary to carry out these duties and that they are held accountable for same.
- Provides feedback and ensures, through monitoring and evaluation, that the goals of the lifestyle plans are met.
- Tracking and authorization of individual personal/household funds, program trust budgets. Works with trustees on personal inventory for individuals.
- Responsible for ensuring adherence to an accreditation body including quality of life, quality of service and organizational standards (Accommodation Standards, Health Inspections).

#### Quality home environment for individuals:

- Models and ensures that the home environment creates and maintains each individual's dignity, respect, personal care, safety/security, options for choice and decision making.
- Promotes general health and safety in the home by responding to health care needs and emergencies of individuals in accordance with established standards and procedures.
- Administration of medications and treatments by ensuring staff are up to date on training to carry out these duties.
- Ensures staff are trained, equipped and skilled to provide care to individuals.

## Knowledge, Skills and Abilities

(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)

### Qualifications:

- The position requires a two-year Rehabilitation Service Program diploma or equivalent post-secondary education plus 2 years related experience.
- Position must be skilled in supervising staff, managing a home environment and ensuring that applicable processes are adhered to.

### Knowledge:

- Knowledge of the lifestyle planning process and consideration of external stakeholders is needed.
- Knowledge of individuals with developmental disabilities, behaviours, Restrictive Procedures, etc., is needed.
- Knowledge of the Master and Subsidiary Agreements, Occupational Health and Safety Acts and Standards, Accommodation Standards, Health Inspections, financial expenditure rules, fixed asset inventory protocols, business planning and the expectations of Disability Services and Management is required.
- Knowledge of *Protection for Persons in Care Act*.

### Skills and Abilities:

- Reading, writing, computer skills and verbal communication, conflict resolution, interpersonal, supervisory, organizational and time management skills are essential.
- Financial management and staff scheduling knowledge are essential.
- Ensure currency in all mandatory training in order to provide guidance needed to staff.
- It is imperative that this position be able to work as a member in a team environment, supporting peers in various situations.

## Contacts

(The main contacts of this position and the purpose of those contacts.)

<b>Clients</b>	<b>Frequency of contact</b>	<b>Nature/Purpose of</b>
Internal: Home staff	Daily	Coaching, mentoring, scheduling, and guidance, to address any issues or concerns regarding job performance. Communication to share and receive information regarding individuals living in the home.
Supervisor	Daily/as needed	To request authorization for time away, relay concerns regarding staff and/or individuals in the home (s), provide and review documentation regarding the running of the home (s), authorize expenditures, etc.
Management	Daily/as needed	To discuss issues around staff where it may require disciplinary action, concerns regarding individuals/guardians of home (s) under care.
Internal departments within	As needed	To ensure quality services are

<p>Michener Services:          Alberta Infrastructure          Nursing, Doctors, Psychologist,          Psychiatrists, Dentistry          Rehab          Lifestyle Planners          Transportation          Records Management          Finance          Dietician          IT          Community Participation workers          Volunteer Services Coordinator          RSO/First Response          Other Home Coordinators</p>		<p>delivered to individuals.          To ensure the homes are well maintained.          For medical apt or sharing information. For consultation.          Yearly planning for goals, wishes of individuals.          Vehicle maintenance/van booking.          Individual record information.          Accounting practices/banking for individuals.          Consultation and follow up for individual dietary requirements.          Computer program support and emergent help desk assistance.          Individuals experience activities in their greater community.</p>
<p>External:          Human Resources          Pay and Benefits</p>	As needed	<p>Recruitment, Master Agreement interpretation, APS policy/Pay and Benefits policy interpretation.</p>
<p>OPGT          Private Guardians          Private Trustees          Volunteers          Individuals families/friends          Financial Institutions          Pharmacy          Accommodation Standards          Health Inspectors          Medi-Care (EMAR)          IBM help-Desk IT          Motion Specialist          Medical Specialist- Optometrist, denturist, foot specialist etc.          Hair dresser          Assured Income for the Severely Handicapped (AISH)          Alberta Aids to Daily Living (AADL)          Client Service Coordinators</p>	As needed	<p>To ensure effective lifestyle planning and quality home environment for individuals under their care. To share and receive information regarding supporting the individuals, and to promote the highest level of quality care.</p>
<p>Contracted services - laundry/housekeeping</p>	As needed	<p>To ensure the home environment is safe, clean and individuals needs are met.</p>
<p>RCMP</p>	As needed	<p>To ensure a safe environment for staff, individuals, visitors and community.</p>
<p>Shepell-FGI          Great West Life</p>	As needed	<p>To support employees in attending work, accommodating specific medical requirements etc.</p>

## Supervision Exercised

*(List position numbers, class titles, and working titles of positions directly supervised.)*

Home Coordinator supervises Individual Support Workers (IS2).

# Subsidiary 6

## Benchmark Evaluation – 063RB06

### Identification Section

**Working Title:** Recreation Therapist

**Department:** Children's Services

**Division, Branch/Unit:** Child and Family Services, Edmonton Region, Yellowhead Youth Center (YYC)

**Reports To:** Program Supervisor (CYC 3)

**Levels to D.M.:** 6

**Job Description:** [063RB06](#)

**Minimum Recruitment Standards:** See the [Minimum Recruitment Standards](#) for Rehabilitation

**Pay Grade:** [063RB](#) – Rehabilitation 2

### Comments on Role

YYC is a campus-based treatment facility for youth aged 12 through 17 years. Youth who are admitted, have been diagnosed with mental, emotional deregulation and behavioral challenges or symptoms of more complex issues such as neglect, abuse, poverty, experiences of grief and loss, addictions and disconnected relationships.

The Recreation Therapist provides recreation programs and assessments to youth residing at YYC in the Intensive Treatment, Secure and Protected Safe House (PSH) settings.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
E- 12 175	29% 50	R1 57	282

### Comments on Evaluation

- Knowledge:**  
**Professional/Content Knowledge:**  
 Position requires good knowledge of recreation programming acquired via a degree/diploma in recreation and/or physical education in order to develop and implement various recreation programs to meet the needs of the youth in the center. Lifeguard certification is required as position provides lifeguarding to swim and recreational programs in the YYC pool. The position requires related experience working with youth preferably youth with various trauma experiences.

Pull on the E reflects that the role requires an understanding and application of principles, concepts and practices associated with the knowledge acquired through academic preparation but is not required to have a breadth or depth of knowledge that is at the full E rating; application of knowledge is limited in scope (YYC).

**Complexity and Diversity:**

The position requires an understanding of the purpose and intent of YYC, the youth residing at the center and the treatment programs and how recreation therapy aligns/supports the overall treatment plans for youth.

**Human Relations Skills:**

The position requires good communication skills when interacting and consulting with YYC staff regarding the youth in residence and when interacting with volunteers and the community. The position also requires good coaching and mentoring skills when interacting with youth in the programs, and is required to influence their behaviour.

- **Creativity/Problem Solving:**

The position works within the policies and procedures for YYC and within the parameters of YYC programs for youth in open and closed programs. Within this defined framework, the position applies knowledge in creatively developing and implementing a range of recreational programs to meet the needs of the youth. The position is not rated 33% as the defined purpose and the needs of the clients within YYC limits the scope of creativity and options regarding the development of programs.

- **Responsibility:**

The position has a service delivery focus as it is directly involved with the assessment of needs of the youth in residence and the development and implementation/delivery of programs specifically designed to meet those needs, which is appropriate at the R1 rating.

**Last Reviewed: December 2021**

# Subsidiary 6 Benchmark

## Job Description – 063RB06

### Purpose

*(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)*

Reporting to the Program Supervisor of Yellowhead Youth Centre (YYC), the Recreation Therapist II provides recreation programs and assessments to youth residing at YYC clients in the Intensive Treatment, Secure and PSH settings. As well, the Recreation Therapist II has assigned recreation resource liaison and consultation responsibilities for specified program areas which includes providing recreation advice and guidance to both staff and youth at YYC.

### Responsibilities and Activities

*(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)*

Utilizing both knowledge and practical experience, the Recreation Therapist II develops recreation programs that assist youth in developing leisure interests and knowledge, and that adhere to the recreation needs of the youth living at YYC.

#### Program planning and implementation:

- The Recreation Therapist II develops and implements recreation programs/activities that run on a weekly or monthly schedule. The monthly activities will be based on commitment activities that the youth must attend at least once a week. These sorts of activities include the photography program, scrap booking program, basketball team, soccer team, drama program, moviemaking program, etc.
- The Recreation Therapist II will participate in the evaluation, with the help of Child and Youth Care (CYC) staff, existing programs and help develop strategies for future direction of those programs.
- Annually provide specialized outings E.g. Canoe trips leaving from Devon and finishing at Fort Edmonton Park.
- Help individual settings plan, implement, supervise and/or evaluate their own special recreation events.
- With the intensive treatment settings the Recreation Therapist II will commit to implementing the Adventure Based Counselling Group. The group consists of a two-week buildup of experiential based activities while each participant works on their individual and the group goal. The group will end with a peak experience and the Recreation Therapist II will evaluate each youth's success and discuss it with the CYC staff from their setting.

#### Recreation Assessments and Treatment Recommendations:

- The Recreation Therapist II meets with a youth from the Intensive Treatment settings within the first 30 days after admission in order to complete the recreation assessment. The assessment consists of a sit down interview with the youth as well as having the youth complete a computer survey.
- Results from the assessment are reviewed by the Recreation Therapist II who then makes recommendations to the YYC multi-disciplinary treatment teams as to what recreation activities both on complex and in the community may be appropriate and beneficial for the youth.
- It is up to the Recreation Therapy team to keep the recreation assessment current and appropriate for the youth being served by YYC.
- Attend youth Case Conferences, to present the recreation assessment information and

corresponding recommendations to Caseworker, Parents, and others involved in the youth's treatment plan.

#### Administrative Responsibilities:

- Each youth in an Intensive Treatment setting is supported to participate in recreation activities each week. In order to measure this, the Recreation Therapist II records which youth sign up for specific activities, and then discusses with the CYC staff, which youth still need to sign up. This is to ensure commitment and participation levels are met as per the youth's treatment plan.
- Program statistics are maintained and kept in order to monitor participation of each unit in recreation programs.
- The Recreation Therapist II maintains and updates any equipment needed throughout the recreation facilities on complex including: the weight room, the gymnasium, the pool, the photography room, the craft room, the drama room, and skating rink.
- Recreation Therapist II's attend meetings with supervisor, CYC staff, and other YYC clinical team members to discuss changes, concerns and/or other related matters about recreation and/or planning concerns.
- Recreation Therapist II maintains expenditures for each program. Additionally, an annual budget summary will be completed at the end of the fiscal year. Any new funding due to inflation or additional programming costs will be requested for at this time period.

#### Community Resources Development:

- For each of YYC's Intensive treatment settings, Recreation Therapist II's will continually update community resources for both youth and staff. Information such as equipment resources on complex, community recreation facility costs and programming, seasonal youth camps, and program/lesson contact information and registration times will all be made available and updated.
- Each youth in Intensive treatment will receive information about the City of Edmonton's Leisure Access Pass program and the opportunity to possess one. The Recreation Therapist II will assist the client and CYC staff with this process using delegation paperwork.
- Act as a community liaison for YYC. Gain information in regards to the community programming in the different areas of the city, along with letting other organizations and groups know about YYC and our youth.

#### Additional Duties:

- In conjunction with the school at YYC, the Recreation Therapist II will train and supervise youth completing a work experience. There are a variety of different jobs the work experience student may choose from including: rink manager, art coordinator, equipment manager, office assistant, and promotions coordinator.
- The Recreation Therapist II, in conjunction with the varying college and university institutions participates in the development of practicum students. The Recreation Therapy team provides training, development, and teaching for practicum students throughout the duration of their time at YYC. This includes administrative duties, program development and implementation skills, along with knowledge development.
- The Recreation Therapist II staff provide supervision and training to volunteers that work within the Recreation Therapy team as well as those that utilize the recreation facilities.
- Recreation Therapist II's, according to regulations, conduct a quarterly swimming pool in-service which address spinal seminars for all staff and volunteers that possess a current NLS certificate.
- Retain membership with the Alpine Club of Canada and Hosteling International, and a relationship with Parks Canada in order to maintain a current knowledge of the parks system and the outdoors.

## Scope

(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)

The ability to work collaboratively, creatively, confidentially and respectfully is essential to ensure the Recreation Therapy team can be a fully functioning part of the multi-disciplinary treatment team as well as build and maintain partnerships with community organizations. The decisions that are made are driven by consideration, first and foremost, for the health and wellbeing of the youth at YYC. Foundational practices such as Trauma Informed care, Foundations of Caregiver Support, and Adventure Based Counselling are sourced when planning and implementing opportunities and activities for the youth.

This position is characterized by a working knowledge of the *Child, Youth and Family Enhancement Act* (and all related acts) while taking into account the specialized needs of youth in a campus-based treatment facility. This position also requires a strong knowledge of community resources, directed at youth, to enable them to build social skills, life skills, and create positive and healthy options for recreation activity choices. Under the right conditions, these activities provide the essential elements of safety, making positive connections, and develop coping skills that enable them to develop or re-develop emotional equilibrium.

### Internal impacts of the job:

- Leisure education. The objective is to offer and introduce a variety of creative and positive recreational experiences to youth of YYC. This is to stimulate and teach youth to try new and positive experiences.
- Offer Adventure Based Counselling groups to youth that are not getting treatment through conventional methods of counselling.
- Offering community recreation information and resources to both staff and youth at YYC.
- Working within a multi-disciplinary treatment team and working together to help offer the best and most positive counselling and treatment for the youth at YYC.
- Working together with the Program Facilitators at YYC, to monitor and recommend specific recreation activities and resources for youth once they have left YYC or in the discharge phase of their stay at YYC.
- Provide opportunities for the development of skills such as problem solving, conflict resolution, planning, communication, and daily life needs such as cooking, hygiene, fitness etc. for youth.

### External impacts of the job:

- Practicum Students and volunteers are provided opportunities for learning and development'
- While working with the community leagues such as, Prince Charles Sherbrooke and Inglewood, increased community awareness and positive community relationships are established.
- When asked upon , the Recreation Therapy team plans and facilitates teaching seminars and workshops in regards to offering recreation programming for youth who have experienced trauma and have resulting emotional and behaviour challenges. These presentations are mainly provided to the University of Alberta Recreation faculty and to the ATRA (Alberta Therapeutic Recreation Association).

## Knowledge, Skills and Abilities

*(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)*

### Qualifications:

- Post-secondary degree in Recreation and Leisure Studies (Recreation Administration), Physical Education, Recreation Therapy; or Diploma from a Recreation Therapy Program with a minimum of two years' experience with youth experiencing trauma-related emotional and behavioral challenges. Ages 10-18.
- A minimum of six months to one year experience in providing recreation services with youth experiencing trauma related emotional and behavioral challenges.
- National Lifeguard Service, First Aid/CPR Certificate (current), Valid Driver's License. Other certificates such as Wilderness First Aid and Bronze Cross are additional assets.
- Valid driver's license.

### Knowledge:

- Knowledge of leisure education and community recreation resources.
- Outdoor experience such as canoeing, skiing, and backpacking are beneficial to being a member of the YYC's recreation staff.
- Knowledge of the delivery of Adventure Based Counselling and experiential education.
- Facility management and recreation equipment maintenance knowledge (e.g. cross country ski equipment, weight room equipment, etc.).
- Familiar with the Canadian Accreditation Council standards.

### Skills and Abilities:

- Strong and quick decision making skills.
- Conflict resolution and problem solving skills.
- Art therapy, and activity planning experience.
- Exceptional interpersonal skills, including leadership, and team building skills.
- Strong organizational, planning and implementation skills.
- Group facilitation and counselling skills.
- Working knowledge of computer applications in a Windows environment (Microsoft Word, Power Point etc.).
- Skills in non-abusive restraint, medication delivery, suicide intervention and aquatic first aid methods.
- Good health.

## Supervision Exercised

*(List position numbers, class titles, and working titles of positions directly supervised.)*

No Supervision.

# Subsidiary 6

## Benchmark Evaluation – 062RB07

### Identification Section

<b>Working Title:</b>	Rehabilitation Worker
<b>Department:</b>	Seniors, Community and Social Services
<b>Division, Branch/Unit:</b>	Edmonton Region, Disability Services, Residential Support Services (RSS)
<b>Reports To:</b>	Residential Supervisor (RH2)
<b>Levels to D.M.:</b>	8
<b>Job Description:</b>	<a href="#">062RB07</a>
<b>Minimum Recruitment Standards:</b>	See the <a href="#">Minimum Recruitment Standards</a> for Rehabilitation
<b>Pay Grade:</b>	<a href="#">062RB</a> – Rehabilitation 1

### Comments on Role

RSS provides residential care and supervision to individuals with developmental disabilities to sustain life and well-being. RSS is comprised of Rosecrest/Hardisty (home and respite for medically fragile children with developmental disabilities) and 11 community group homes located throughout the City of Edmonton.

Reporting to the Residential Supervisor the position functions as a team member providing advocacy, quality care and support in a community group home for individuals with developmental disabilities. Primary responsibilities include design and implementation of Service Plans, Individual Support Plans or Care Plans for individuals residing within the home. The position also provides lead hand direction on shift, provision of personal care and the promotion of healthy, positive and holistic lifestyle.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D I 2 152	29% 43	R1 50	245

### Comments on Evaluation

- **Knowledge:**

- **Professional/Content Knowledge:**

- Position requires a base knowledge of developmental disabilities and determine approaches to design, implement and monitor Service Plans/Individual Service Plans to meet the needs of adult individuals with developmental disabilities. Typically this knowledge is acquired through a Disability Services Diploma or equivalent post - secondary education.

**Complexity and Diversity:**

Position must consult with a range of professional staff and family members to obtain information required to develop a Service Plan/Individual Service Plan that has specific goals to meet the needs and wants of the individual. Position is required to be aware of how the Plan and other areas of the home affect the individual. The Position promotes quality of life for each individual in accordance with standards and is involved in all routine home functions as a service provider. Position has lead hand responsibilities for front line staff but no direct reports.

**Human Relations Skills:**

Position must consult with a range of professional staff and family members to obtain information required to develop a Service Plan/Individual Service Plan that has specific goals to meet the needs and wants of the individual. Position is required to be aware of how the Plan and other areas of the home affect the individual. The Position promotes quality of life for each individual in accordance with standards and is involved in all routine home functions as a service provider. As such, position is required to influence individual behaviour.

**▪ Creativity/Problem Solving:**

Position works within established operational standards, policies, practice and procedures. It applies professional knowledge, innovation and judgement in preparing information for an individual's Individual Service Plan and behavior strategies to ensure the Plan will best meet their needs. Position develops, implements and monitors/assesses the Plan determining need to revise plan and develop and/or create appropriate adjustments/solutions as required, which vary from individual to individual. Responsibilities to provide care and meet the individual's needs are guided by the ISP and established procedures and practice with solutions found within established practice, job related knowledge and/or experience.

The rating of 29% accurately describes the level of problem solving as there are established procedures/processes and precedents/options to choose from to determine next steps/course of action and assistance is available. The position although has some aspects was not rated 33% as for the most part it is not reliant on professional knowledge, practice, theories and experience to analyze/assess the matters presenting and exercise professional judgement in determining the best course of action.

**▪ Responsibility:**

Position is focused on program delivery providing care and service to individuals with developmental disabilities in a group home setting.

**Last Reviewed: December 2021**

# Subsidiary 6 Benchmark

## Job Description – 062RB07

### Purpose

*(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)*

The incumbent functions as a team member providing advocacy, quality care and support in a Service setting for individuals with developmental disabilities who require care and supervision to sustain life and well-being. Primary responsibilities include design and implementation of Service Plans, Individual Service Plans or Care Plans, lead hand direction on shift, provision of personal care and promotion of healthy, positive and holistic lifestyles.

### Responsibilities and Activities

*(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)*

#### Functions as a team member working in collaboration with other staff and professionals by:

- Designing and updating the Service Plan, Individual Service Plans or Care Plans to include goal completion, monthly summaries, specialized research, annual reports and team meetings.
- Designing and implementing approved behavioural training programs/procedures related to individual goals, which includes presentation to the Restrictive Review Committee.
- Teaching staff in developmental and behavioural program implementation and monitoring programs and date to ensure they are followed as prescribed.

#### Provide lead hand direction on shift to maintain operations by:

- Providing information/decision making as necessary in accordance with established policies and procedures.
- Organizing and delegating shift responsibilities to ensure effective time management.
- Working in conjunction with a pharmacist to ensure: ordering/organizing medications, monitoring, auditing and budgeting as per policy.
- Assist Supervisor with ongoing medication shadowing of IS1 and IS2's.
- Assist the Residential Supervisor with administrative duties and communicating relevant information to the overall operations of the worksite.

#### Functions as a team member working in collaboration with other staff and professional, carrying out strategies which promote growth, autonomy, comfort and health and safety by:

- Planning and participating in appropriate activities/outings to meet individual needs (i.e., swimming, trips, community programs) as determined by individual need.
- Providing support for outings and active involvement in planning and record keeping according to established policies and procedures.
- Actively promoting worksite collaboration.
- Responding to health care needs and emergency situations in accordance with established standards and procedures.
- Administering medications and medical treatments/procedures as required by the worksite through the appropriate delegated authority.
- Assist with lifting and repositioning of individuals (requires physical strength and manual dexterity).

Functions as a keyworker for assigned individual(s) to provide consistency in meeting individual needs by:

- Monitoring and ensuring purchasing needs are met in accordance with established Policies and Procedures.
- Scheduling, attending and following up for appointments related to individual health and wellness.
- Assisting in acquiring required adaptive/rehabilitative equipment in consultation with medical professionals (i.e., OT, Physiotherapists).
- Acting as a liaison between family/guardians/and other members of their support network as required.
  
- Responsible for routine housekeeping and the reporting and making arrangements for necessary repairs to ensure a clean and safe environment.
  
- Responsible for food preparation to ensure the individual's dietary needs are met.
  
- Assists in the orientation of any employee/volunteer/student as delegated.
  
- Participates in agency committees as required for the purpose of service monitoring and improvement.
  
- May be assigned additional responsibilities to maintain community home operations. This does not include responsibilities of higher level positions/classification.

## Knowledge, Skills and Abilities

*(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)*

### Qualifications:

- Directly related two (2) year diploma or a degree related to the position.
- First Aid/CPR.
- Completion of all mandatory and necessary training applicable to each worksite (First Aid, CPR, Medication Administration, Health Care, Back Care, WHMIS, Abuse Protocol, FOIP, etc., and all OLE training as requested) Training requirements may vary in some worksites.
- In-service training in tube feeding, nebulizers, suctioning, insulin injections, and oxygen or determined delegated training. In-Service training may vary in some worksites.

### Knowledge:

- Knowledge of legislative Acts and regulations as per worksite (i.e., *Child, Youth and Family Enhancement Act, Adult Guardianship and Trustee Act, Supportive Living Accommodation Licensing Act*).
- RSS Policies and Procedures/practices.
- Knowledge of various disabilities such as: cerebral palsy, seizure disorders, quadriplegia, aggressive behaviours, etc.
- FOIP (Freedom of Information and Privacy).
- Code of Conduct and Ethics.

### Skills and Abilities:

- Ability to operate specialized and adaptive equipment for physical handicaps (i.e., wheelchairs, lifts, specialized mattresses and beds, century tubs, shower trolley, etc.) as required by each worksite

- Ability to operate specialized medical care equipment (feeding pumps, nebulizers and suctioning machines) as required by each worksite by delegated authority.
- Ability to operate audio visual equipment/standard office equipment {i.e., computer, fax machine, etc.}.
- Ability to utilize programs such as SharePoint, Outlook, Microsoft Office, etc.
- Ability to operate basic household appliances and fire extinguishers (i.e., fire/security systems, etc.).
- Ability to interpret non-verbal communication and body language of individuals.
- Observation and assessment skills and the ability to respond appropriately to crisis or emergency situations.
- Ability to adapt to changing work environments.
- Flexibility to meet each individual's diverse needs.
- Ability to be creative in enhancement/adaptation of the environment to promote awareness and stimulation of the individuals.
- Good interpersonal and communication skills, professional behaviour to ensure proper representation of the GOA and the role.
- Using positive problem solving techniques.
- Requires proficiency in written and verbal English skills.

## Contacts

*(The main contacts of this position and the purpose of those contacts.)*

Clients	Frequency	Nature/Purpose of Contact
Internal: RSS Staff.	Daily	To provide assistance with daily living needs.
External: DATS, Medical Professionals, Guardians, family friends, volunteers and community contacts.	Weekly	To provide assistance with daily living needs.

## Supervision Exercised

*(List position numbers, class titles, and working titles of positions directly supervised.)*

No Supervision.

# Subsidiary 6

## Benchmark Evaluation – 062RB08

### Identification Section

**Working Title:** Lifestyle Planner

**Department:** Seniors, Community and Social Services

**Division, Branch/Unit:** Central Region, Disability Services, Michener Center

**Reports To:** Lifestyle Supports Team Supervisor

**Levels to D.M.:** 7

**Job Description:** [062RB08](#)

**Minimum Recruitment Standards:** See the [Minimum Recruitment Standards](#) for Rehabilitation

**Pay Grade:** [062RB](#) – Rehabilitation 1

### Comments on Role

Michener Center is a residential center providing 24/7 care to adults who have intellectual disabilities. The Lifestyle Planner works as part of a team designing lifestyle plans and strategies for its assigned caseload to assist the adults to develop their abilities and expand their opportunities to realize their full potential.

### Evaluation

Knowledge	Creativity / Problem Solving	Responsibility	Total Job Points
D   2   152	29%   43	R1   50	245

### Comments on Evaluation

- **Knowledge:**

**Professional/Content Knowledge:**

The position requires a knowledge of developmental disabilities and related behaviors and medical/mental health conditions applicable to the design/development of plans to assist adults with developmental disabilities develop their abilities and expand their opportunities to realize their full potential. This knowledge obtained by a 2-year Community Rehabilitation Services or Disability Services diploma, or equivalent post-secondary education. The position requires knowledge of community resources and a good knowledge of the operational policies, practice and procedures of Michener Centre and disability services. The position also requires knowledge of relevant legislation and provincial standards of Creating Excellence Together (CET). The type and level of base knowledge required for the development of plans supports the rating of D.

**Complexity and Diversity:**

The position must consult with a range of professional staff and family members to obtain information required to develop a Plan that has specific goals to meet the needs and wants of the individual. The position develops the Plans for their assigned individuals within established PDD/Michener policies and procedures; processes; knowledge of legislation e.g. Protection of Persons in Care; and knowledge of appropriate and acceptable behavior strategies that may include restrictive procedures. The position requires a good working knowledge of persons with development disabilities, the behaviors, etc.

**Human Relations Skills:**

Good verbal and written communication skills when providing interpretation/explanation and guidance to staff on the plans for the individuals and/or delivering training to the staff. Consulting skills are required when case conferencing with guardians. The position works collaboratively as member of a team. Influencing skills are required, as the role does not have supervisory authority. The position also must interpret non-verbal communication and body language, as most individuals at Michener do not communicate verbally.

**▪ Creativity/Problem Solving:**

Working within established standards, practice and procedures, the position applies professional knowledge, innovation and judgement to design of lifestyle plans and behavior strategies for an assigned caseload of 20 to 25 individuals with intellectual disabilities residing in group homes at Michener Center. Each plan(s) is designed to address the individual's unique needs and strategies thereby requiring specific monitoring and measureable progress. The position monitors the plans and makes appropriate revisions/changes when staff advise of new or changes in behaviors and/or the individuals needs ensuring the home is advised of the changes. The position provides consultation on the plans as the implementation and ongoing activities rests with the Home Coordinators and collaborates with the Home Coordinator on addressing possible concerns on progress identified via monthly reporting to develop appropriate actions/solutions. The position has access to its supervisor for assistance and direction on complex issues. The position's primary focus is on the design/revision and overall monitoring and reporting of the plans with a consultative/influencing role as the responsibility for the ongoing delivery of the plans rests with the Home Coordinators, as reflected in the rating of 29% for problem solving. Position was not rated 25% as the position is working with multiple individuals and their families/guardians developing plans specific and unique to the individual, requiring differing approaches and strategies based on their needs.

**▪ Responsibility:**

Position is designing and monitoring lifestyle plans that have direct impact on the programs and services provided to individuals residing at Michener which supports the R1 rating.

**Last Reviewed: December 2021**

# Subsidiary 6 Benchmark

## Job Description – 062RB08

### Purpose

*(Brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization.)*

Reporting to the Lifestyles Supports team supervisor, the Lifestyle Planner helps people who have intellectual disabilities fulfill their goals as participating members of the community. Working as part of a team, the Lifestyle Planner designs plans to assist adults to develop their abilities and expand their opportunities to realize their full potential.

### Responsibilities and Activities

*(The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described.)*

#### Plan and develop goals for clients that are aligned with the strategic plans of Disability Services Central region - Michener Services by:

- Championing the ministry's purpose, goals, values and areas of focus.
- Forming professional relationships with clients, families, caregivers and communicating with them in a way that respects their views, autonomy and culture.
- Developing relationships with Red Deer Disability Services, provincial and local community disability organizations.
- Participating in meetings and activities on matters related to the work of helping people with disabilities be contributing citizens of their communities.
- Caseload consulting with clients and caregivers.
- Using the Individual Service Plan (ISP) as a tool, to assess clients' desires, assessed support needs, support strategies, support objectives, and determine who will be implementing their support strategies.
- Overseeing the implementation of the ISP and data collection processes.
- Ensuring that up-to-date written and electronic records and activity data are maintained.
- Revising ISP support strategies as necessary to promote success and client satisfaction.
- Coordinating work to explore additional interests to support clients' desired quality of life.
- Undertaking any other appropriate additional duties as required.

#### Plan and develop strategies that will benefit clients with behavior challenges by:

- Consulting with clients and caregivers in a comprehensive and accurate functional assessment in order that all involved can play an active part in the development of any support and intervention plan.
- Consulting with particular professionals (for example GPs, psychiatrists, rehab therapists or psychologists).
- Reviewing the behavior targeted in the functional behavioral assessment.
- Determining behavioral goals that relate to decreasing the specific behavior.
- Determining the specific intervention strategies appropriate for the behavior.
- Determining the appropriate methods for evaluation of the plan.
- Ensuring the plan includes clear instructions on the use of all restrictive procedures.
- Providing training to caregivers in implementing the behavioural support strategies.
- Conducting regular reviews and updates for plans and maintaining detailed record keeping of their effectiveness.
- Reporting to the Restrictive Procedures committee.
- Providing Protection of Persons in Care (PPC) training in recognizing, preventing and reporting situations of abuse.

## Scope

*(List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job.)*

This is a professional role within the Human Services profession. It requires a high level of interpersonal skills, demonstrated abilities to network and collaborate with a wide range of people including people with disabilities, caregivers, professionals, the Office of the Public Guardian (OPG), private guardians, and community members.

## Knowledge, Skills and Abilities

*(Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.)*

### Qualifications and Knowledge:

- A two-year Community Rehabilitation Services Diploma or equivalent post-secondary education diploma.
- Using best practices and knowing emerging trends in community rehabilitation.
- Understanding how work relates to the ministries policy direction and the actions required to achieve success.
- Knowing the policies, goals, desired outcomes and standards of the Disabilities, Inclusion and Accessibility Division.
- Applying the Provincial Standards of "Creating Excellence Together".
- A working knowledge of common medical, mental health and neurological conditions.
- An understanding of the roles of other health and social care professions.
- Knowledge of the principles of Rehab Therapy and other rehabilitation modalities.
- Knowledge of community resources - leisure, voluntary work, paid work, groups.

### Skills and Abilities:

The position demonstrates skills and abilities by possessing:

- An ability to observe clients' behaviour and report clearly to relevant professions.
- Effective interpersonal skills including speaking, active listening, and reflective practice.
- Written communication skills.
- Facilitation skills (i.e., meetings are well-organized and confidence to lead meetings).
- Analytical and critical thinking skills and the ability to exercise sound judgment and make decisions based on accurate and timely analyses.
- Professional integrity and ethics, with respect to such matters as confidentiality and client interests.
- Caseload management skills, organizational and time management skills to enable workload prioritization and adaptation to ensure competing demands on time and resources can be met.
- The ability to work effectively within a team setting and understanding team dynamics.
- Proficiency in Microsoft Office suite software and GoA programs.
- A commitment to ongoing learning to enhance skills and knowledge for professional development.

## Contacts

*(The main contacts of this position and the purpose of those contacts.)*

Interact daily with clients, Home Coordinators, caregivers, Community Participation Workers for the purposes of planning, evaluating, exchanging information and resolving matters related to client caseload work.

## Supervision Exercised

*(List position numbers, class titles, and working titles of positions directly supervised.)*

No Supervision.