

Position/Title:	Team Leader
Reports To:	Executive Director
	40 Hours a Week / Hourly Wage: \$23.57 – \$28.56

Job Summary:

Under the direction of the Executive Director and within the approved procedures and protocols of the Agency and any outside regulating bodies, persons will be responsible for assisting with the day to day operations of providing support, and enhancement of quality of life for individuals supported through the agency in their home and community as well as being responsible for the smooth operations and leadership of team.

The Team Leader will have same duties and responsibilities as a Community Support Professional with the added responsibility of leadership of team members as well as being first contact for customers and families with issues and complaints.

Knowledge and supportive practice of the philosophy, policies and procedures of WICS is to be adhered to.

As a Team Leader, it's your role to help your team to work together and get the best results. Your workload would involve delegating tasks, monitoring the team's performance, helping their training and development, completing paperwork and handling complaints.

Duties and Responsibilities:

- To interact effectively and respectfully with the customers and their family in all environments
- To support staff and customers in a positive manner
- To provide open and honest lines of communication for staff, customers and families; so they are comfortable in approaching for support, direction or with concerns
- Provide orientations to new staff
- To contribute in a positive manner at team meetings
- To be available for training and upgrading for position
- To be available to staff, customers and families
- To be first contact for shift changes, availability changes and scheduling issues
- To ensure timely delivery of paperwork and monthly reports
- To write and deliver personal performance reviews
- To deal with conflicts and successfully resolve issues
- Delegate and assign duties as and where needed
- Develop and implement team schedules
- Verify staff timesheets/expense claims and sign off on agreed upon hours/expenses as per policy

- To attend all planning as well as team meetings
- To remain available to handle agency business when the Executive Director is away
- To display initiative and creativity in supporting teams and customers
- To adhere to WICS' Values and Philosophy whenever representing the agency
- To contact the customers, guardians and/or families on a minimum of a monthly basis to respond to any questions or concerns that may have arisen
- Other duties as assigned by the Executive Director

Qualifications: Post-secondary degree in Human Services: Relative experience and education may be considered

- Ability to think on feet and independently problem solve
- Ability to provide guidance, positive role model and effective time management skills
- Ability to implement meaningful activities that work towards independence and personal goals while monitoring progress through daily logs and team meetings
- Ability to interact effectively in oral and written communications including text
- Physically able to carry out duties
- A pleasant, positive personality
- Ability to do required paper and administrative work
- Ability to work independently while being a major player in team environment
- Ability to advocate on customers behalf
- The ability to motivate people
- A responsible attitude
- Good 'people skills' for building relationships with colleagues at all levels
- The ability to plan and prioritize your own work and other people's
- An understanding of computer systems
- Calmness under pressure
- Decision-making ability
- Accuracy with record keeping
- Team building and development

Required Documentation:

- A clean criminal record check
- Copy of a current drivers abstract
- Proof of valid insurance
- Jump Start training
- Current First Aid and CPR certificates
- Non Violent Crisis Intervention
- Medication Administration
- Abuse Prevention and Response Protocol

****Training for courses will be provided to employees***