



Team Lead Position

Transitions is looking for a creative, innovative and energetic person to become a **Team Lead**.

The **Team Lead** serves as the primary contact for all team members and plays a critical role in supporting the leadership team to uphold Transitions' purpose and core values. By fostering commitment and providing guidance, the Team Lead coaches, motivates, and empowers Direct Support Professionals to deliver support that embodies these values. Furthermore, the Team Lead is responsible for cultivating and maintaining a positive and collaborative working environment with all stakeholders.

The successful candidate will possess the value of equality and the skill-set needed for community networking, and facilitating supports for multiple people. The applicant must be a creative thinker, multi-tasker, possess strong organization and problem solving skills and have the ability to oversee a caseload of up to 25 staff. This person must be able to work independently and within a flexible schedule.

JOB RESPONSIBILITIES:

Key Job Challenges:

- Managing multiple priorities while responding to immediate needs effectively and efficiently.
- Addressing and mitigating the daily operational requirements necessary for effective service delivery.
- Exercising sound judgment and making timely decisions especially when providing on-call support.

Key Contacts:

Internal: People supported, Parents/Guardians, AS Supervisor(s), Direct Support Professionals, and Administration Staff.

External: Community agencies, partners, businesses and PDD-Disability Services Caseworkers.

Roles and Responsibilities:

- As the go-to person for all team members, a Team Lead creates goals, strategies, and provides guidance to be carried out by the team.
- Listen to team members' feedback and resolve any issues or conflicts.
- First point of contact in an emergency or crisis situation.
- Coach, support, and provide direction to team members to foster growth and alignment with Transitions' values.
- To be trained in personal care needs and able to teach, support, or provide personal care as required.
- Have a working understanding of Transitions' framework and strategic/operational plans to align service delivery with organizational goals.
- Demonstrate honesty, ethics, and professionalism in all interactions.
- Carefully assess risks and respond with appropriate actions during challenging situations.
- Attend and actively participate in Team Lead meetings to support team cohesion and shared goals.
- Chair team meetings to promote communication, collaboration and provide opportunities for learning and growth.
- Share community resources and services with team members to enhance their support effectiveness.
- Collaborate with the Supervisor to identify staffing needs.
- Oversee in-home and community orientation processes to ensure new staff are set up for success.
- Contribute to and participate in performance appraisals for team members.
- Adhere to workplace health and safety guidelines and complete Working Alone Safety Checks for staff.
- Identify any unique training needs and collaborate with the Supervisor to develop plans to address those needs.
- Perform additional duties as assigned to meet organizational needs.

Communication, Reporting and Documentation

- Ensure personal information is updated on all platforms.
- Communicate in a professional manner and ensure confidentiality at all times.
- Ensure 'Mileage Expense' forms are accurate and submitted on time.
- Ensure team members update their contact information, and support Human Resources with are updating their training and employee requirements as/when needed.
- Work in conjunction with the person supported and their guardian/family member on goal setting.
- Ability to develop and implement Individual Service Plans (ISPs) and other related documentation i.e. Behaviour Support Plans.

- Checks and replenish all safety and emergency supplies – both in homes and vehicles.
- Ensures all required documentation is completed accurately and on time:
 - Medication Incidents
 - Incident Reports
 - Critical Incident Reports
 - On a monthly basis, completing and submitting Monthly Planning Updates; OHS Worksite Safety Inspections; and ensuring completion of Monthly Maintenance Checks.

Qualifications:

- Diploma in Disability Studies or related area of study. Previous direct or related experience may be considered equivalent.
- A minimum of 3 years' experience in the disability or related field of work.
- Strong organizational, time management, problem solving and interpersonal skills.
- Ability to effectively communicate (both verbal and written).
- Skilled at adapting their communication style to different situations and audiences.
- Ability to delegate tasks and set deadlines.
- Decision-making skills.
- Previous work experience in a not-for-profit organization would be an asset.
- Good computer skills and ability to utilize work cellphone.
- Knowledgeable of the Microsoft Teams cellphone application.
- Possess a clear, current Criminal Record Check, which includes Vulnerable Sector.
- Current, valid Emergency First Aid - Level C CPR (adult, child, infant) with AED.
- Current, valid Child Intervention Record Check, not more than six (6) months old or willingness to obtain one post hire.

Please submit your resume and cover letter detailing your relevant experience, in confidence to Transitions' Human Resources Department at apply@transitions-ab.org