

Job Title: Direct Support Coordinator
Department: Residential Supports
Reports to: Manager

Prepared Date: March 2018
Reviewed: August 2023
Pay Equity Review: 2023

Summary:

In conjunction with the person, their support network and staff team; responsible for planning and overseeing the provision of support and creating opportunities for skill development, independence and personal growth for people with developmental disabilities to assist them to reach their life goals.

Education/Qualifications:

- Developmental Service Worker diploma or equivalent diploma or degree in social services (i.e., SSW, CYW, B.A. in Psychology, Social Work or Developmental Services Worker Apprenticeship Certificate/Developmental Disabilities Certificate with 2000 hours experience with LCDS not including night attendant hours)
- Criminal Record Check with Vulnerable Sector Screening
- Current, valid "G or G 2" Ontario Driver's License
- Standard or Emergency First Aid with CPR Certification
- Non-Violent Crisis Intervention Certification

Experience/Skills:

- Prefer 1 to 2 years full-time current experience (within the last 5 years) supporting people with developmental disabilities
- Basic computer skills with knowledge of Microsoft Office 365

Essential Duties and Responsibilities:

- Understands and implements supports in accordance with the person's Individual Support Plan
- Provides leadership to the person supported and their family by assisting them in coordinating, implementing, participating and delegating the tasks required for their support; acts as the primary contact with family members and ensuring that all required information is communicated with the families
- Completes work as assigned by immediate supervisor and all required program specific tasks; provides feedback as needed to coworkers/colleagues.
- Supports, promotes and reviews the Human Rights of people supported; prepare and present rights limitations to Right's Review Forum
- Teaches and assists where necessary with daily supports (i.e., assist with personal hygiene, meal preparation, appointments, housekeeping responsibilities and money management); establishes person specific procedures if needed.
- Supports the emotional well-being of people supported by recognizing, acknowledging and respecting their emotions
- Encourages and educates people supported in the development of a healthy lifestyle

- Assists people supported to develop and maintain relationships with family and friends as outlined in their Individual Support Plan as requested by the person
- Assists with the planning of and participation in activities as outlined in each person's Individual Support Plan; ensures that all team members have the required information to successfully implement the activities
- Ensures opportunities are planned and utilized for people supported to foster community connections through employment, volunteering, leisure and natural supports
- Administers medication in accordance with Medication Administration Policies and Procedures and provides medication orientation and direction to Direct Support Professionals
- Responsible and accountable to people supported and their families/advocate, including established monthly and annual budgets as per the persons Support Plan
- Provides day-to-day financial supports and ensures Direct Support Professionals have information necessary to assist with day-to-day financial supports.
- Coordinates appointments with the people supported and staff team as needed; ensures that all documentation has been completed and made accessible to the team and that all recommendations resulting from all appointments have been followed through with by the team; may be required to attend and/or assist with accompanying people supported to appointments
- Ensures transportation arrangements are made for any appointments, activities, events, etc.
- Records and completes required documentation as outlined in Policies and Procedures (i.e., daily service activities, communication logs); ensures any follow up is completed
- Makes and/or is aware of any/all amendments made to Personal Profiles, Behavior Support Plan, Individual Support Plan, medication records, protocols, duty lists, program specific charting tools, clinical visits, grocery lists and any other recorded information required
- Attends and actively participates in team meetings; responsible for facilitating a portion of the monthly staff meetings pertaining to individual supports
- Supports and understands changing needs for people supported, changes with legislation, Ministry of Children, Community and Social Service (MCCSS) and policies and procedures.

Core Competency	Level
Advocacy	Evolving - Takes action to advocate
Building Relationships	Evolving - Grows collaborative relationships
Championing Change & Innovation	Evolving - Adapts and adjusts the approach
Facilitate Growth & Development	Evolving - Creates learning opportunities for others
Inclusive Leadership	Evolving - Participatory leader
Problem Solving & Decision Making	Evolving - Open to new ideas and solutions
Resilience	Evolving - Demonstrates persistence

Resource Management	Evolving - Leverages Resources
Strategic Thinking	Emerging - Takes initiative to respond to problems and opportunities
Valuing Equity, Diversity & Inclusion	Evolving - Contributes to creating a safe space for everyone

Supervision:

- This job has no supervisory responsibilities; however, are expected to assist with orientation of new team members and provide general, non-supervisory guidance to other employees.

Organizational Support:

- Follows policies and procedures; completes administrative tasks correctly and on time as required by MCCSS guidelines and other legislative bodies; upholds organizational Vision, Mission and Core values
- Assists with the review of policies and procedures related to scope of work
- Reviews and analyzes data and makes recommendations as appropriate to the leadership team
- Participates in meetings, projects and committees as required or appropriate

Dependability:

- Attends work, meetings and appointments on time and participates as stated above in the essential duties
- Follows instructions and responds to management direction
- Completes tasks on time or notifies appropriate person with an alternate plan
- Ensures work responsibilities are delegated when absent

Health and Safety:

Responsibilities

- Promotes a safe environment for all, ensuring safety practices are followed including the safety of people supported and visitors
- Required to work in a healthy and safe manner in accordance with the rights, duties and obligations outlined in the Occupational Health and Safety Act and Health and Safety Program
- Responsible oversight for monitoring, and maintaining the work environment including cleanliness and maintenance of properties
- Unsafe work conditions will be brought forward to the location Health and Safety Representative, Health and Safety Coordinator, and immediate supervisor

Work Environment

- Moderate levels of noise, occasional high levels of noise
- Frequent distractions and interruptions
- Pressure from multiple demands; occasional short deadlines
- Frequently required to travel outside of the work location
- Hours of work can be highly irregular and involve a variety of shifts including days, afternoons, evenings, nights and weekends.
- At times, is required to work extended hours when dealing with urgent or emergency issues

Physical Demands

Physical demands vary based on support needs; this may include but is not limited to:

- Ability to position people with physical disabilities who cannot move themselves, bathe people, assist them with walking and push people in wheelchairs
- Required to complete typical household duties including cleaning, snow shoveling,
- Frequent standing and walking, stooping and crouching
- Occasional sitting and climbing stairs
- Constant use of hands to type, finger, handle, or feel; reach with hands and arms
- Frequent reaching above shoulder height
- Frequently required to lift and/or move up to 25 pounds or occasionally lift and/or move more than 40 pounds (shared with another person) or 100 pounds (shared with two other people or use of mechanical lift)
- Frequent driving required
- Occasionally may be required to restrain an emotional or aggressive individual.

Psychological Demands

- Ability to read and interpret general documents, policies and procedures, and/or government regulations
- Ability to understand alternate communication systems (i.e. signs, gestures, pic symbols, etc.)
- Ability to write routine reports and correspondence
- Ability to speak clearly and effectively present information and respond to questions from stakeholders and the general public
- Ability to perform mathematical functions such as addition, subtraction, multiplication and division in all units of measure
- Specific vision abilities required by this job include close, distance and peripheral vision; vision requirements for driving in the day and night must be met

Hazards:

- Minor to moderate risk of injury or harm
- Hazards could vary based upon support program; potential for back or muscle strain, and exposure to verbal or physical aggression
- When providing personal care can be exposed to virus and bacterial infections, bodily fluids, and odours
- Occasionally exposed to moving mechanical parts and fumes or airborne particles
- Outside weather conditions

I understand that due to the changing nature of work, the responsibilities and duties, requirements and working conditions may change from time to time.

I, _____, have read and fully understand this job description and the expectations of me in this role.

Signature: _____ Date: _____

_____ has an accommodation process in place and provides accommodations for employees with disabilities. If you require a specific accommodation because of a disability, please contact Human Resources so that arrangements can be made for the appropriate accommodations.