

## Team Lead Job Description

**Position: Team Lead**

**Reports to: RN / Program Coordinator**

**Job Function:** Reporting to the RN/Program Coordinator, the Team Lead is responsible for the assessment of individual needs and the general care of the individuals within a 24-hour Wholistic Model. Additionally, the Team Lead supports the coordinator in leading the team, provide guidance and coaching, and directing work as necessary.

### Organizational Competencies

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#### Client Focus

- Builds strong individual relations, delivers individual-centric solutions, and identifies opportunities that benefit the individuals in the program.
- Communicates with health care professionals regarding care plans for individuals
- Communicates and consults with families and guardians on a regular basis, providing solutions and support to address their concerns.
- Supports individual assessments by following proper procedures.
- Ensures all recommendations for changes to dietary issues and therapeutic feeding techniques are forward to the appropriate specialist.
- Ensures individual programs/activities to are balanced and focused on URSA's wholistic approach. This includes socialization, leisure, recreation, communication, and vocation areas based on individual specific needs.
- Arranges transportation needs for the individuals for community activities along with the RN/Program Coordinator.
- Stays current on all individual health concerns, ensuring proper procedures are followed.
- Assists with individual personal care in the following areas, as necessary: bathing, toileting, catheter care, changing, grooming, feeding, and dressing
- Administers medication and provide personal care in accordance with URSA standards and following individual care plans and physician's directives.
- Administers minor health care to individuals according to established URSA policies and procedures.
- Assumes the role of key worker for individuals.
- Reviews team recommendations for specific equipment/clothing for the protection and health care of the individuals we serve.
- Completes daily temperature checks as per URSA policy
- Promotes staff/individual health and safety by using proper lifting and moving techniques and equipment
- Observes and reports any concerns or unusual changes in the individual prior to or after assisting with any medication.
- Reviews team recommendations for specific equipment/clothing for the protection and health care of the individuals we serve.
- Promotes staff/individual health and safety by using proper lifting and moving techniques and equipment.
- Supports individuals monthly budgeting and financial tasks.
- Assesses team strengths and provides feedback to RN Program Coordinator on performance of team.

### **Ensures Accountability**

- Stays current on all relevant industry best practices and health concerns, ensuring proper procedures are followed by team members and identify when additional consultations need to occur with external health care providers.
- Holds self-accountable to meet deadlines, complete proper paperwork, follow URSA standards, and complete assigned tasks.
- Acts with a clear sense of ownership and takes personal responsibility for decisions, actions and failures.
- Accurately documents updates and concerns for individuals as per agency policies and procedures.
- Attends scheduled meetings and look for opportunities to be involved in other agency committees.
- Acts as a positive role model for co-workers, families and individuals.
- Reviews policies, procedures and agency manuals on an annual basis or as changes occur.
- Maintains confidentiality and adheres to the Ethical Code of Conduct.
- Directs and guides team activities and tasks as necessary.
- Ensures team members are following proper procedures, are meeting their job competencies and adhering to agency policy and procedures, scope of practice and code of conduct for their profession.
- Holds self-accountable to meet deadlines, completes proper paperwork, follows URSA standards, and completes assigned tasks.
- Acts with a clear sense of ownership and takes personal responsibility for decisions, actions and failures.
- Accurately completes all paperwork requirements related to individuals and agency policy, procedures and processes.

### **Situational Adaptability**

- Adapts approach and demeanor in real time to match the shifting demands of different situations.
- Picks up on situational cues and adjusts in the moment, recognizing that different situations call for different approaches.
- Supports light housekeeping, meal preparation, and house maintenance as required
- Completes additional tasks as assigned.

### **Values Differences**

- Recognizes the value that different perspectives and cultures bring an organization.
- Contributes to a work climate where differences are valued and supported, and people are encouraged to do their best.
- Develops a positive, professional rapport with all staff, students and volunteers.
- Is inclusive when working on projects and communicating with co-workers and individuals.
- Values new ideas and suggestions from the team.

## **Position Competencies**

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### **Decision Quality**

- Considers situation factors and use appropriate decision-making criteria when necessary.
- Consults with your co-workers and RN/Program Coordinator when making decisions that impact the individuals.
- Displays good judgement by acting with URSA processes and policies.
- In collaboration with the Program Coordinator, makes good and timely decisions that keep the program moving forward.
- Displays good judgement by acting with URSA processes and policies.

### **Resourcefulness**

- Secures and deploys program resources effectively and efficiently.
- Supports scheduling functions, including staff schedules, individual plan schedules, and daily routines.
- Encourages and supports team members to promote their best work and efforts
- Provides guidance on policies, procedures, team culture and URSA best practices.
- Ensures tasks are completed and deadlines are met.
- Looks for training opportunities that will enhance skills of the team specific to the individuals in the program.
- Supports recruitment of new team members and implements retention initiatives.
- Helps manage team performance, including supervision of relief staff.

### **Collaborates**

- Helps orientate new URSA team members.
- Gains trust of co-workers and individuals.
- Supports and partners with co-workers to complete tasks and support the individuals.
- Works cooperatively with co-workers across URSA.
- Works cooperatively with co-workers across URSA to meet shared objectives.
- In collaboration with RN Program Coordinator, provides support and guidance specific to concerns about individuals or team dynamics.
- Supports the orientation process of new team members and individuals.

**Note: A Team Lead may be required to perform duties and responsibilities included, but not limited to, this job description.**

### **Position Qualifications**

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A Team Lead possess a certificate, diploma, or degree in rehabilitation or related human services field and a minimum 1 year relevant experience working with individuals with disabilities and completion of related post-secondary education. Additionally, 1 year of leadership experience is an asset.

A Team Lead must be proficient, up-to-date, and flexible in the current areas:

- Maintains Standard First Aid Level C certification.
- Medication Administration certification and med practicum
- Be willing to be an approved URSA designated driver
- Obtains and maintains a Class 5 Drivers License
- Provides proof of \$2,000,000 liability insurance.
- Provides cleared criminal background check and child intervention check
- Uses proper lifting and moving techniques and available equipment