

<b>D.A.R.T.S. Policy &amp; Procedure Manual</b>	<i>Section:</i> <b>Personnel</b>	<i>P. &amp; P. #:</i> <b>1.11.34</b>
<i>Written By:</i> <b>Board of Directors</b>	<i>Subject: :</i> <b>Job Profiles</b>	<i>Page #:</i> <b>1 of 25</b>
<i>Original Issue Date:</i> <b>September 18, 2013</b>		<i>Revision Date:</i>
<i>Approval:</i> <input checked="" type="checkbox"/> Senior Manager, Community Services _____ <u>(authorized on original)</u> <input checked="" type="checkbox"/> Co-ordinator, Quality Assurance _____ <u>(authorized on original)</u> <input checked="" type="checkbox"/> Senior Manager, Finance _____ <u>(authorized on original)</u> <input checked="" type="checkbox"/> Director, Residential Services _____ <u>(authorized on original)</u> <input checked="" type="checkbox"/> Executive Director _____ <u>(authorized on original)</u> <input checked="" type="checkbox"/> President of the Board _____ <u>(authorized on original)</u> <input checked="" type="checkbox"/> Vice-President of the Board _____ <u>(authorized on original)</u>		

**PURPOSE:**

To ensure employees have clearly identified roles, responsibilities and expectations for their position. To facilitate quality services and the successful attainment of the organizations mandate through the employees.

**POLICY:**

Every position will have a defined approved job profile. The profile will include an overview of the position and preferred qualifications which are congruent with the industry standards and/or professional association.

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<i>Original Issue Date:</i> <b>September 18, 2013</b>		<i>Revision Date:</i>

**Overview:**

The Community Disabilities Services worker in the Career Development Program is a frontline role with basic reporting/documentation duties, with the responsibility to support individuals to develop a career in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- Up to six months practical experience

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Self Awareness - Positive practices for handling stressful and negative situations.
- 2.10 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.

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**Overview:**

The Community Disabilities Services worker in the Connections for Independent Living Program is a frontline role with basic reporting/documentation duties, with the responsibility to support and connect individuals to resources and tools in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- Up to six months practical experience

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Self Awareness - Positive practices for handling stressful and negative situations.
- 2.10 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.

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**Overview:**

The Community Disabilities Services Worker in the Residential Program is a frontline role with basic reporting/documentation duties, with the responsibility to support individuals with home living in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- Up to six months practical experience

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Self Awareness - Positive practices for handling stressful and negative situations.
- 2.10 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.

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**Overview:**

The Community Disabilities Respite Provider in the Approved Support Home Program is a frontline role with basic reporting/documentation duties, with the responsibility to support individuals with home living in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- Up to six months practical experience

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Self Awareness - Positive practices for handling stressful and negative situations.
- 2.10 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.

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**Overview:**

The Cashier at the Bottle Depot is a frontline role with basic money handling and sorting duties, with the responsibility to support customers returning their recyclables. They are to ensure customers are provided with accessible quality services, through the efficient operations of the bottle depot.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Emergency First Aid/CPR
- Customer Service Training
- Proactive Behaviour Intervention
- Up to six months practical experience

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various people or groups.
- 2.3 Focus on the Customer – Identifying and responding to current and future customer needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Self Awareness - Positive practices for handling stressful and negative situations.

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**Overview:**

The Community Disabilities Services Practitioner in the Career Development Program is an experienced frontline role with moderate reporting/documentation duties, with the responsibility to support individuals to develop a career in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Diploma in a relevant discipline
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- A minimum six months practical experience up to 2 years

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Self Awareness - Positive practices for handling stressful and negative situations.
- 2.10 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.11 Advocating for Others.
- 2.12 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.

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**Overview:**

The Community Disabilities Services Practitioner in the Connections for Independent Living Program is an experienced frontline role with moderate reporting/documentation duties, with the responsibility to support and connect individuals to resources and tools in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Diploma in a relevant discipline
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- A minimum six months practical experience up to 2 years

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Self Awareness - Positive practices for handling stressful and negative situations.
- 2.10 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.11 Advocating for Others.
- 2.12 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.



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**Overview:**

The Community Disabilities Services Practitioner in the Residential Program is an experienced frontline role with moderate reporting/documentation duties, with the responsibility to support individuals with home living in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Diploma in a relevant discipline
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- A minimum six months practical experience up to 2 years

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Self Awareness - Positive practices for handling stressful and negative situations.
- 2.10 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.11 Advocating for Others.
- 2.12 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.

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**Overview:**

The Community Disabilities Services Approved Support Home Provider in the Approved Support Home Program is an experienced frontline role with moderate reporting/documentation duties, with the responsibility to support individuals with home living in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Diploma in a relevant discipline
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- A minimum six months practical experience up to 2 years

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Self Awareness - Positive practices for handling stressful and negative situations.
- 2.10 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.11 Advocating for Others.
- 2.12 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.

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**Overview:**

The Shipper at the Bottle Depot is an experienced frontline role with basic documentation/reporting duties, with the responsibility for shipping and receiving Bottle Depot materials. They are to ensure customers are provided with accessible, quality services, through the efficient operations of the Bottle Depot.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Emergency First Aid/CPR
- Customer Service Training
- Fork Lift Training
- Proactive Behaviour Intervention
- A minimum six months practical experience up to 2 years

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various people or groups.
- 2.3 Focus on the Customer – Identifying and responding to current and future customer needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Self Awareness - Positive practices for handling stressful and negative situations.
- 2.10 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.

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**Overview:**

The Administrative Clerk in the Finance department is an experienced frontline role with moderate administrative duties, with the responsibility to provide receptionist support for the agency. They are to ensure people are supported in the agency for the ongoing viability and well being of the administrative life of the organization.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Diploma in a relevant discipline
- Emergency First Aid/CPR
- Information/Records Management
- Proactive Behaviour Intervention
- A minimum six months practical experience up to 2 years

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various people or groups.
- 2.3 Focus on the Customer – Identifying and responding to current and future customer needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Self Awareness - Positive practices for handling stressful and negative situations.
- 2.9 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.10 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.

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**Overview:**

The Community Disabilities Services Team Leader in the Connections for Independent Living Program is an experienced frontline role with administrative duties and front line supervisory responsibilities, supporting and connecting individuals to resources and tools in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Undergraduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- A minimum 2 years practical experience up to 5 years, including progression to a leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.10 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.11 Leading Others.

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**Overview:**

The Community Disabilities Services Team Leader in the Career Development Program is an experienced frontline role with administrative duties and front line supervisory responsibilities, supporting individuals to develop a career in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Undergraduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- A minimum 2 years practical experience up to 5 years, including progression to a leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.10 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.11 Leading Others.
- 2.12 Planning and Organizing.

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**Overview:**

The Community Disabilities Services Team Leader in the Residential Program is an experienced frontline role with administrative duties and front line supervisory responsibilities, supporting individuals with home living in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Undergraduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- A minimum 2 years practical experience up to 5 years, including progression to a leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.10 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.11 Leading Others.

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<i>Written By:</i> <b>Board of Directors</b>	<i>Subject:</i> <b>Job Profiles</b>  <b>Community Disabilities Services Team Leader – Approved Support Home Program</b>	<i>Page #:</i> <b>16 of 25</b>
<i>Original Issue Date:</i> <b>September 18, 2013</b>		<i>Revision Date:</i>

**Overview:**

The Community Disabilities Services Team Leader in the Approved Support Home Program is an experienced frontline role with administrative duties and front line supervisory responsibilities, supporting individuals with home living in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Undergraduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- A minimum 2 years practical experience up to 5 years, including progression to a leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.10 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.11 Leading Others.



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<i>Written By:</i> <b>Board of Directors</b>	<i>Subject:</i> <b>Job Profiles</b>  <b>Community Disabilities Services Team Leader – Behaviour Management Program</b>	<i>Page #:</i> <b>17 of 25</b>
<i>Original Issue Date:</i> <b>September 18, 2013</b>		<i>Revision Date:</i>

**Overview:**

The Community Disabilities Services Team Leader in the Behaviour Management Program is an experienced frontline role with administrative duties and front line supervisory responsibilities, supporting individuals to manage their behavioral needs. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Undergraduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- Behavior Supports Training
- A minimum 2 years practical experience up to 5 years, including progression to a leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.10 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.11 Leading Others.

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<i>Written By:</i> <b>Board of Directors</b>	<i>Subject:</i> <b>Job Profiles</b>  <b>Team Leader – Bottle Depot</b>	<i>Page #:</i> <b>18 of 25</b>
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**Overview:**

The Team Leader at the Bottle Depot is an experienced frontline role with administrative and front line supervisory duties, responsible for the daily operations of the Bottle Depot. They are to ensure customers are provided with accessible, quality services, through the efficient operations of the Bottle Depot.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Certificate in a relevant discipline
- Emergency First Aid/CPR
- Customer Service Training
- Fork Lift Training
- Proactive Behaviour Intervention
- A minimum 2 years practical experience up to 5 years, including progression to a leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various people or groups.
- 2.3 Focus on the Customer – Identifying and responding to current and future customer needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Self Awareness – Positive practices for handling stressful and negative situations.
- 2.10 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.11 Leading Others.

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<i>Written By:</i> <b>Board of Directors</b>	<i>Subject:</i> <b>Job Profiles</b>  <b>Administrative Assistant – Finance</b>	<i>Page #:</i> <b>19 of 25</b>
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**Overview:**

The Administrative Assistant in the Finance department is an experienced frontline role with advanced administrative duties and moderate finance responsibilities, providing reception services for the agency and supporting the Senior Manager of finance. They are to ensure people are supported in the agency for the ongoing viability and well being of the financial and administrative life of the organization.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Undergraduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Information/Records Management
- Proactive Behaviour Intervention
- A minimum 2 years practical experience up to 5 years, including progression to a leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Customer – Identifying and responding to current and future customer needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Self Awareness – Positive practices for handling stressful and negative situations.
- 2.9 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.10 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.11 Sustaining Functional, Technical and Organizational Proficiency.

<b>D.A.R.T.S. Policy &amp; Procedure Manual</b>	<i>Section:</i> <b>Personnel</b>	<i>P. &amp; P. #:</i> <b>1.11.34</b>
<i>Written By:</i> <b>Board of Directors</b>	<i>Subject:</i> <b>Job Profiles</b>  <b>Community Disabilities Services Co-ordinator – Residential Program</b>	<i>Page #:</i> <b>20 of 25</b>
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**Overview:**

The Community Disabilities Services Co-ordinator in the Residential Program is an experienced frontline role with administrative duties and supervisory responsibilities for coordinating a set of services with multiple teams, supporting individuals with home living in their community. They are to ensure individuals are supported in being as independent as possible, maximize their personal well-being and be fully engaged, valued members of their communities.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Undergraduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Medication Administration
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- Foundations in Community Disabilities Studies Certificate
- A minimum 5 years practical experience up to 10 years, including progression to a multi-disciplinary leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Fostering Independence in Others.
- 2.9 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.10 Leading Others.
- 2.11 Planning and Organizing – Define milestones/objectives, ensuring optimal use of resources.
- 2.12 Program Development, Implementation and Evaluation.

<b>D.A.R.T.S. Policy &amp; Procedure Manual</b>	<i>Section:</i> <b>Personnel</b>	<i>P. &amp; P. #:</i> <b>1.11.34</b>
<i>Written By:</i> <b>Board of Directors</b>	<i>Subject:</i> <b>Job Profiles</b>  <b>Co-ordinator</b> <b>– Quality Assurance</b>	<i>Page #:</i> <b>21 of 25</b>
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**Overview:**

The Co-ordinator of Quality Assurance is a leadership role with administrative duties, responsible for co-ordinating continuous quality improvement and outcome evaluation for the organization. They are to ensure the organization’s mission, vision and philosophy are realized, through the successful achievement of the agency’s goals.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Undergraduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Information/Records Management
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- A minimum 5 years practical experience up to 10 years, including progression to a multi-disciplinary leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Interpersonal Relations and Respect – Dealing with people in a respectful and sensitive manner.
- 2.9 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.10 Program Development, Implementation and Evaluation.

<b>D.A.R.T.S. Policy &amp; Procedure Manual</b>	<i>Section:</i> <b>Personnel</b>	<i>P. &amp; P. #:</i> <b>1.11.34</b>
<i>Written By:</i> <b>Board of Directors</b>	<i>Subject:</i> <b>Job Profiles</b>  <b>Senior Manager – Community Services</b>	<i>Page #:</i> <b>22 of 25</b>
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**Overview:**

The Senior Manager of Community Services is a strategic leadership role with administrative duties, responsible for the ongoing management of multiple community based programs. They are to ensure the organization’s mission, vision and philosophy are realized, through the successful achievement of the agency’s goals.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Graduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Information/Records Management
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- A minimum 10 years practical experience , including progression to a multi-disciplinary strategic leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.9 Leading Others.
- 2.10 Program Development, Implementation and Evaluation.
- 2.11 Strategic thinking and visioning.
- 2.12 Risk Management.

<b>D.A.R.T.S. Policy &amp; Procedure Manual</b>	<i>Section:</i> <b>Personnel</b>	<i>P. &amp; P. #:</i> <b>1.11.34</b>
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**Overview:**

The Senior Manager of Finance is a senior financial administrative role with leadership duties, responsible for the ongoing management of the financial and administrative life of the organization. They are to ensure the organization’s mission, vision and philosophy are realized, through the successful achievement of the agency’s goals.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Graduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Information/Records Management
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- A minimum 10 years practical experience, including progression to a multi-disciplinary strategic leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Customer – Identifying and responding to current and future customer needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.9 Leading Others.
- 2.10 Planning and Organizing.
- 2.11 Sustaining Functional, Technical and Organizational Proficiency
- 2.12 Risk Management.

<b>D.A.R.T.S. Policy &amp; Procedure Manual</b>	<i>Section:</i> <b>Personnel</b>	<i>P. &amp; P. #:</i> <b>1.11.34</b>
<i>Written By:</i> <b>Board of Directors</b>	<i>Subject:</i> <b>Job Profiles</b>  <b>Director</b> <b>– Residential Services</b>	<i>Page #:</i> <b>24 of 25</b>
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**Overview:**

The Director of Residential Services is a strategic leadership role with administrative duties, responsible for the ongoing direction of multiple residential based programs. They are to ensure the organization’s mission, vision and philosophy are realized, through the successful achievement of the agency’s goals.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Graduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Information/Records Management
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- A minimum 10 years practical experience , including progression to a multi-disciplinary strategic leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Individual – Identifying and responding to current and future support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.9 Leading Others.
- 2.10 Strategic thinking and visioning.
- 2.11 Risk Management.



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<i>Written By:</i> <b>Board of Directors</b>	<i>Subject:</i> <b>Job Profiles  Executive Director</b>	<i>Page #:</i> <b>25 of 25</b>
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**Overview:**

The Executive Director is a strategic leadership role with administrative duties, responsible for the direct operations of the organization. They are to ensure the organization’s mission, vision and philosophy are realized, through the successful achievement of the agency’s goals.

**Preferred Qualifications:**

**1.0 Education/Training;**

- High School Diploma or equivalent
- Graduate Degree in a relevant discipline
- Emergency First Aid/CPR
- Information/Records Management
- Abuse Prevention and Response Protocol
- Proactive Behaviour Intervention
- A minimum 10 years practical experience , including progression to a multi-disciplinary strategic leadership role

**2.0 Core Competencies;**

- 2.1 Communication – Communicating in an effective manner (verbal, nonverbal, written and electronic) that fosters open communication.
- 2.2 Flexibility – Adapting to and working effectively within a variety of situations and with various individuals or groups.
- 2.3 Focus on the Customer/Individual – Identifying and responding to current and future customer/support needs.
- 2.4 Creative Problem Solving and Decision Making.
- 2.5 Values and Ethics – Conduct consistent with the fundamental values and ethics of the agency, the sector and the profession.
- 2.6 Teamwork – Working collaboratively with others to achieve common goals and positive results.
- 2.7 Professional Excellence – Working towards a standard of excellence.
- 2.8 Collaboration – Encouraging efforts and information sharing from within one’s team, with individuals and organizations working toward shared outcomes.
- 2.9 Leading Others.
- 2.10 Sustaining Functional, Technical and Organizational Proficiency
- 2.11 Strategic thinking and visioning.
- 2.12 Risk Management.