

Responsible To

The Integrated Services Manager shall report directly to their Department Director or designate.

Job Summary

The Integrated Services Manager is responsible for the quality, development, coordination, assessment, evaluation, and monitoring of activities related to community inclusion and outreach services, all community and home/life-sharing resources, staffed homes, and employment services in accordance with the philosophies, policies, and procedures of NACL and relevant Legislation and Regulations (i.e. Residential Care Regulations, Community Living British Columbia, the Commission on Accreditation of Rehabilitation Facilities (CARF)), and the Strategic Plan.

The Integrated Services Manager is responsible for all supervisory and personnel related matters for NACL's staffed homes, community inclusion, employment programs and other services assigned.

The Integrated Services Manager performs all duties in a safe, efficient, and respectful manner in order to promote choice, independence, and integration for the individuals being served.

Responsibilities

A. Program Administration:

- Ensures smooth, efficient administration of the programs under their charge, including completion of all required reporting and duties as laid out in the Operations Manual.
- Operates and maintains the programs under their charge in accordance with allocated budgets and agency financial policies and procedures.
- Ensures timely, accurate reporting of program-related data into ShareVision.
- Reviews accuracy of programs' scheduling/payroll-related data in ComVida.

B. Program Development:

- May be involved in or assist with the development, coordination, and implementation of new programs and projects.

C. Persons Served – Community Inclusion and Employment Services:

- Coordinates the development of Person Centered Plans (PCPs) for each person served, as outlined in CLBC contract outcomes and in conjunction with Person Centered Planning guidelines.
- Assesses and identifies on a regular basis, initiates change as required, and maintains written individual plans.
- Monitors the dispensing, administering, and safekeeping of all medications and medical supplies in accordance with policies and procedures.
- Responsibly oversees individuals' records and other information is kept up to date and safeguarded to ensure confidentiality.
- Works with Employment Services Manager/team and identifies individuals who are to receive services in a staffed home/Home Share, Community Inclusion, and Employment to assist in cross-service support – to avoid duplication and connect services.

- Ensures that all information regarding the status or needs of persons served is communicated appropriately to employees, caregivers, families, outside agencies, or others.
- Ensures that all documentation (i.e. internal and critical incident reports) is reported to the appropriate bodies in an accurate and timely fashion.

D. Persons Served – Home Share:

- Acquires, assesses, and develops suitable resources as Home Share candidates.
- Coordinates agency resources and participates in program delivery.
- Plans, develops, and coordinates within the Home Sharing Network to meet a wide variety of needs of adults with diversabilities.
- Monitors that each Home Share unit operates within budget.
- Ensures that each individual in the Home Sharing Network lives in a safe, welcoming, and supportive life-sharing arrangement.
- Maintains program standards and guidelines.
- Facilitates regional network meetings for host families.
- Identifies the need for, and organizes, information sessions for Home Share Providers.
- Attends information and transition fairs to promote the program in the community.
- Develops and maintains community contacts and resources.
- Represents the agency with respect to interaction, meetings, and contact with government and independent organizations such as the Developmental Disability Mental Health Team (DDMHT), Community Living BC (CLBC), Health Services for Community Living (HSCL), school board, and other stakeholders as required.
- Coordinates the development, monitoring, and review of Person Centered Plans (PCPs), and the assessment and identification of individual care needs.
- Develops and maintains the exchange of information regarding the status or needs of persons served appropriately to employees, caregivers, families, outside agencies, or others.
- Manages and processes incident documents and requirements (i.e. internal and critical incident reports) and ensures they are reported to the appropriate bodies accurately, professionally, and in a timely fashion.
- Manages, monitors, and customizes referrals/intake with respect to community and behavioural respite.

E. Persons Served – Staffed Homes:

a) Advising/Mentoring/Leadership

- Advises, mentors, and directs all Senior Residence Workers (SRWs) and Program Coordinators (PCs) in assigned programs and other relevant program areas assigned.
- Exhibits effective leadership and promotes teamwork.
- Is effective and supportive in the areas of:
 - Personnel (i.e. schedules, routines, performance);
 - Knowledge of and adherence to NACL personnel policies and procedures;
 - Equipment, property, vehicles, stores, and supplies;
 - Individual planning, external standards, and fulfilling the mandate of NACL contracts;
 - Recordkeeping and internal financial management systems; and
 - Reporting mechanisms (government ministries, affiliated agencies and professionals, persons served, families/caregivers, etc.).

b) Personnel:

- Assists as needed with hiring for all NACL programs.
- Reviews all information and participates as appropriate regarding the selection of employees, promotion, extension of probation periods, and corrective action procedures, reviewing action with the Executive Director or designate if necessary.
- Partakes in the program orientation process.
- Ensures all performance evaluations relevant to the position are conducted on an annual basis, including assisting in evaluations of casual employees.

- Assists SRWs/PCs with employee conflicts per the Code of Ethics, policy and procedure, and the current Collective Agreement.

F. Family Liaison:

- Contacts, refers, and liaises with families/caregivers and other community stakeholders as required.
- Develops and maintains communication processes for the acquisition and distribution of information about persons served to and from families and referral bodies.
- Reviews the records and reports of persons served and host families to ensure that they are complete, accurate, and maintained according to agency guidelines and contractual requirements.
- Verifies, approves, and follows up on month-end reports.
- Coordinates services for persons served with individualized funds.
- Coordinates the transition of persons served to new Home Sharing sites.
- Maintains standards toward persons served that reflect funding, organizational, and legal expectations.
- Develops Person Centered Plans (PCPs) are developed, implemented, and evaluated in conjunction with the person served and their family/advocates/professionals, and ensures that ongoing documentation is maintained.
- Promotes co-operation and communication between persons served, families, advocates, volunteers, community agencies, and employment services.

G. Occupational Health and Safety:

- Is conversant with all regulations governing the delivery of services, and ensures these regulations are met (i.e., Collective Agreement, Residential Care Regulations, etc.) and all required reporting is completed.
- Deals with emergency situations as required, and ensures emergency procedures are known and practiced by employees and persons served.

H. General:

- Participates in various agency and community projects and committees as assigned or required.
- Shares on-call duties.
- Performs all other related duties as required.

Qualifications

- Preferably a university degree or community college certification/diploma or equivalent combination of education and experience.
- Demonstrated skills working with persons with diversabilities.
- The desire to work with persons with diversabilities and demonstrated personal suitability to promote dignity, independence, individuality, and spirit.
- Demonstrated supervisory, team building, organizational, leadership, communication, and interpersonal skills.
- Ability and willingness to align one's own behaviour with the needs, priorities, and goals of the organization.
- Ability and willingness to promote organizational goals to meet organizational needs.
- Excellent written and verbal skills.
- A high standard of professionalism.

Conditions of Employment

- Valid BC Driver's License (Class 4 Unrestricted).
- Criminal Record Search upon commencement of employment and every five (5) years thereafter, providing clearance to work with vulnerable persons.
- TB test with a negative result (per the Residential Care Regulation).
- Flu shot or preventative measures as mandated by the Ministry of Health – Community Care Licensing.
- COVID-19 vaccinations as mandated by Public Health Order.

- A vehicle with business insurance (business insurance must be obtained by employees who as a requirement of their employment utilize their personal vehicle for transporting persons served, or are doing business on a regular basis for NACL).
 - Current Ministry of Health recognized first aid certificate including CPR (which must be kept current while employed with NACL).
 - Attends PCT training

Other

- The Integrated Services Manager would not be required to be a member of the employees' union.

Reviewed

- September 2023