



RESIDENTIAL TEAM LEAD

Job Summary

The **Residential Team Leader** role incorporates front-line supervisory functions and direct support/service responsibilities. It is designed in the career progression as a first step into broader operational and/or organizational leadership. A key responsibility is training and support for other, less-experienced direct service staff. The Team Leader will provide skill training to new and existing staff relevant to service delivery in community based recreation, leisure, volunteer, education and residential services.

Responsibilities and Duties

Leadership Responsibilities:

- Supervising staff in various situations to ensure support workers carry out their duties appropriately.
- Establish rapport and trusting relationships with staff.
- Acting as the team resource for relevant policies and procedures.
- Being aware of and adhering to established policies, practices and operational protocols; this includes being aware of and adhering to ethical standards and guidelines, critical incident reporting and emergency protocols.
- Communicating in a professional, timely, accurate and respectful manner with individuals, families, guardians, staff, manager, and community representatives.
- Maintain high ethical and professional standards and practices at all times.
- Working effectively in a collaborative, team-oriented environment.
- Reporting to Program Manager, reporting any discrepancies, deficiencies or issues relating to the clients and/or staff.
- Expectation is to be on-call during scheduled rotation.
- Position will cover for Program Manager in their absence.
- Assist Program Manager in scheduling staff in all home rotations.
- Position may be expected to provide coverage for other shifts in the event of staff absences.

Support Services Responsibilities:

- To provide high quality support to individuals based on their needs and wishes as defined in their person-centered plans, support plans, risk assessments, and in keeping with the philosophy and aims of Cosmos Group of Companies. This includes demonstrating skills and practices at all times that reflects:
 - Individuals choices and preferences
 - Respect for people as individuals
 - Peoples presence and participation in the community

- A positive image of individuals within the community
- The opportunity to enhance individuals skills and lifestyles
- The need to maintain people's welfare and safety
- To support individuals to undertake activities or development in their own home and in the community, including employment, education, social, and leisure pursuits.
- To administer necessary medication to residents following appropriate training and assessment, and to support individuals to self-medicate where it has been assessed safe to do so.
- To demonstrate confidentiality in all matters relating to residents, the home, and Cosmos Group of Companies; not disclosing information unless authorized or appropriate to do so.
- Maintaining clear and objective records and completing required reports and other documentation.
- Ensure awareness and promotion of client Rights and Responsibilities and Abuse Prevention and Response Protocol and Behaviors of Concern.

Shift Schedule: 4 days on, 4 days off rotation, 3pm – 11pm

Qualifications and Skills

- Developmental Service Work diploma, or equivalent
- Former supervisor experience
- Excellent written and verbal skills and comprehension
- Excellent time management skills
- Highly organized and service oriented
- Excellent problem solving skills

Mandatory Requirements:

- Clear Vulnerable Sector Check
- Driver's Abstract
- Valid Driver's License
- Valid Vehicle Insurance
- Reliable Vehicle
- Valid Emergency First Aid Certification

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