

Working Title Team Leader	Name
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Position Number	Reports to Position No., Class & Level	Division, Branch/Unit Campus Based Treatment Centre's	Ministry Children's Services
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Present Classification Child and Youth Care Worker II	Requested Classification
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Dept ID	Program Code	Project Code (if applicable)
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

The Team Leader participates as a member of a multi-disciplinary team providing services to support the needs of youth in residential care. The position ensures that the therapeutic and social environment is safe and secure and that the individual treatment plans are followed and are meeting the individual needs of the youth.

This position is responsible for the day to day operation of the program/house and the supervision of Child and Youth Care Worker 1's, 1c's and House parents. This entails assigning work and activities, monitoring and assessing impact and group dynamics, and providing leadership, support and expertise to the Workers. The Team Leader ensures that the staff has completed all the mandatory training and refreshers, develops and evaluates performance goals, provides coaching and addresses performance issues.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

1. Environment is safe and secure and the therapeutic programs are followed and constantly reviewed to ensure that they meet the needs of youth
 - Responsible for the implementation, management and supervision of the youth treatment plans to ensure that the treatment, counselling and basic physical, medical and emotional care requirements of children in residential care are being met.
 - Ensure that the planned and approved treatment/therapeutic strategies are implemented through the Child and Youth Care Workers within the therapeutic milieu, ensuring that they meet the safety and security needs of the children in care.
 - Ensure that the youth can identify measurable progress results while in residential care.
 - Facilitate monthly Case Conferences with the Case Worker, Key Worker, youth in care, Psychologist, etc. to determine what is working and what is not and provide input and recommendations to the 'treatment team' for modifications to program/treatment plans
 - Review intake information and make recommendation to the Program Coordinator as to whether youth is suitable for admission to the centre
 - Perform duties related to admissions i.e. review needs, assign key worker
 - Monitor interactions between staff and youth; provide feedback, suggestions, coaching
 - Organize and assign daily activities, monitor activities and group dynamics, to ensure the overall operation and functioning of the shift. Serve as a resource to the Child and Youth Care Worker to assist in resolving difficult situations and to provide mentoring in dealing with high risk behaviors/situations.
 - Review the observation and documentation/recording of behaviours and the planning of daily activities. Provide input/feedback to the 'treatment team' ensuring that it is based on key observations and direct interactions with the youth
 - Ensure critical incident reports are completed in accordance with Centre Policy.
 - Communicate all necessary information to front-line staff who will be working with the youth

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- Make decisions regarding high risk situations in accordance with Centre Policy.
- Ensure all Centre safety requirements are met and that staff are knowledgeable about what to do in different crisis situations
- Liaise with many different stakeholders who are involved with the youth to exchange information and resolve issues i.e. parents, case managers, AADAC
- Ensure that Student Grievances and Searches are conducted in accordance with Centre Policy.
- Assist with Accreditation preparation as required i.e. update policies and procedures and ensure staff and youth files are complete and accurate. Provide input into new policy as requested
- Review log books, critical incident reports and be aware of risks through open communications with staff members
- Build strong teams, liaise with the school, balance quality control with morale and stress issues.

2. Supervision of Child and Youth Care Workers is within approved legislation, standards, policies and procedures to ensure effective day to day operation of the Centre

- Provide leadership and mentoring to all staff regarding policies, procedures and standards
- Supervise the work for up to 2-5 FTE and 5-7 Wage relief Child and Youth Care Workers in the Centre, including the assignment of daily duties, development of work plans and the rotational assignment of daily activities.
- Provide leadership in dealing with interpersonal conflicts, performance problems and staff development requirements.
- Oversees who takes youth to medical appointments, court, other visits
- Monitor interactions between staff and students and provide mentoring and feedback to staff within the Centre.
- Ensure that all mandatory training is taken in accordance with accreditation standards and provide/identify opportunities to assist staff in attending training to enhance work performance.
- Prepare shift schedules monthly and an annual schedule for the 6 & 3 rotation and authorize overtime and vacation time as required.
- Support employees in the development of individualized learning plans. Assist with the identification of goals, objectives and timelines.
- Observe and review performance. Provide feedback, coach. Complete performance feedback evaluations.
- Conduct regular team meetings
- Ensure that all staff and youth treat visitors, and each other with dignity and respect
- Participate in interviews as a panel member
- Supervise or assign supervision of practicum students
- Advocate for staff as needed
- Verify and sign monthly time sheets for salary staff and bi-weekly time sheets for wage staff.
- Complete weekly medication checks, complete monthly medication sheets and monitor the dispensing of medications daily
- Set up intake and discharge meeting and chair Psychiatric consults
- Authorize (by signing) timesheets and invoices
- Expenditure officers (up to \$10,000)

3. Discharge Activities are conducted as per standards and requirements to effect smooth re-integration to the community

- Co-ordinate discharge dates and times with all stakeholders involved in the transition to the community i.e. Family Services Worker, youth, family members, resource personnel
- Ensure discharge documents are completed and forwarded to all necessary stakeholders in a timely manner.
- Provide discharge recommendations to assist with the re-integration into the community/next placement.

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4. Consultation with professionals in the CFSA and community stakeholders occurs to ensure the understanding and promotion of youths' needs
 - Discuss issues concerning placement and treatment options for youth
 - Attend treatment and placement planning meetings as required
 - Advocate for youth
 - Engage community members to visit or deliver information session i.e. visit by Aboriginal elder, attend a sweat or pow-wow
 - Ensure contact with family occurs i.e. youth's progress, requirement for court orders

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see **Section 2.4**).

The work occurs within a certified and accredited residential treatment centre for youth ranging in age from twelve to eighteen years. Typically, a care facility will have from one to seven units or houses with ten beds in each. Some of the houses or beds in a unit are for secure treatment where the youth do not leave the complex unsupervised.

This position directly impacts the youth receiving the services and their families or guardians and indirectly affects the community. Some youth acquire the learning, experience and life skills to make healthy lifestyle choices and successfully transition back to the community whereas others may revert to unhealthy choices such as street life, addictions and crime.

The youth are from diverse backgrounds and have diverse issues, problems and needs. These may include victims or perpetrators of sexual abuse, those with addictions, violence and anger problems, learning disabilities, mental health issues, Fetal Alcohol Syndrome (FAS) and Fetal Alcohol Spectrum Disorder (FASD, eating disorders and/or other issues. The Team Leader may have to alter daily plans, individual program/treatment plans, group plans, sports activities or outings based on the environment or behaviours that are happening at any given time. The ability to be decisive, consistent and 'think on one's feet' is critical. Plans often need to change on short notice.

The effectiveness of supervision also directly impacts the performance and morale of the staff supervised.

KNOWLEDGE, SKILLS & ABILITIES: Provide a list of the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others not only diplomas and degrees. Specific training if it is an occupational certification/registration required for the job.

Knowledge:

Degree or Diploma in Child and Youth Care or related area in human services

Directly related experience with adolescents (minimum 3 years)

Certification from the Child and Youth Care Association of Alberta

Child development theories, behaviour management techniques, intervention skills and family dynamics

Knowledge of health issues affecting youth such as FAS, FASD, drug and alcohol addictions, sexually transmitted diseases, HIV and AIDS, eating disorders such as anorexia and bulimia, suicide and others

Knowledge of disabilities such as mental health, epilepsy, Autism (parents or youth may have disabilities)

Knowledge of community resources

Knowledge of safety and security measures

Knowledge of the related acts including the Child Youth and Family Enhancement Act (CYFE) and Protection of Sexually Exploited Children Act (PSECA)

Familiarity with Mental Health Act, School Act, Freedom of Information and Privacy Act (FOIP), Young Offenders Protocol

Knowledge of appropriate legislation and policy such as CYFE handbook, AASCF Standards, Regional policy and procedures, PSECA protocol for police services, Public Health Act

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Knowledge of cultural differences and how they impact treatment approaches for youth
Basic knowledge of assessment tools and program planning
Program and centre policies, procedures, practices
Knowledge of Master Agreement and Subsidiary Six agreement

Skills and Abilities:

Leadership and Supervisory
Team Player
Good judgment
Facilitation skills to deliver training and workshops
Intervention skills used to assess and de-escalate crisis situations
Behaviour management
Effective verbal and written communication skills
Organizational skills
Excellent interpersonal skills
Strong analytical and problem-solving skills
Computer skills
Valid Driver's License

Mandatory Training Includes:

Standard First Aid
Crisis Intervention and Non abusive Restraint
Suicide Prevention
Aboriginal Awareness

CONTACTS: The main contacts of this position and the purpose of those contacts.

Internal: Supervisor/Manager Clinicians, staff and residents Caseworkers Team Leaders Teachers	Purpose: To supervise, provide and gather information, problem solve, identify strategies, provide updates
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External: Families and guardians Community Agencies Intake Committee Psychiatrists Police and probation officers Doctors Aboriginal Community members Church representatives Lawyers Children's Advocate	To gather and exchange information; consult, participate on interagency committees,
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