



Our Mission To provide quality services which enhance the lives of people with disabilities.

Career Opportunity

Team Leader – Outreach & Addictions

Internal & External Posting

Reference: #DSWII-R4

General Description:

This position is a senior front-line position, providing direct support to individuals with disabilities as well as role modeling appropriate performance and professionalism to all employees.

This position works in collaboration with other Team Leaders to manage the day-to-day operations of the Reach Program. This program provides direct care to people with disabilities in their homes, community, and a program setting.

Job Duties:

- Provide leadership and model best practices for supporting individuals with disabilities in the Reach Program
- Responsible for all items outlined in the Disability Service Worker I (DSWI) job description
- Support people who may face homelessness and/or challenges with addictions and mental health
- Support individuals to access community resources
- Adhering to all behaviour and safety protocols including harm reduction strategies
- Provide initial and ongoing employee orientations and training
- Participate with the individual and the individual's support network, as appropriate, to facilitate and support the development and documentation of individualized, person-centered plans to provide a framework for ongoing support and assistance
- Facilitate the implementation of support plans
- Advocate for individuals accessing supports
- Ensure paperwork is completed, reviewed and submitted appropriately
- Responsible for the opening and closing procedures of the program
- Coordinate and facilitate duties of their team and assist Disability Service Worker I (DSWI) employees with the daily operations and program related issues:
 - o Act as the primary and/or initial contact for DSWI's
 - o Act as a liaison between DSWI's and Quest management
 - o Manage personal monies of individuals. Ensure finances are accounted for and other employees are documenting expenditures and balancing expense forms
 - o Assist with organizing and scheduling mandatory team meetings. Assist Supervisor with leading the meeting and documenting meeting minutes

Essential Skills and Abilities:

1. Flexibility to work in a variety of settings and situations within the company
2. Ability to work well as a team member
3. Well-developed writing/reporting and organizational skills
4. Excellent interpersonal and conflict resolution abilities



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5. Open to furthering knowledge through education and training opportunities
6. Solutions-based approach to challenges

Experience, Education, and Requirements:

1. Post-Secondary Diploma, or equivalent formal/relevant education and/or experience in the Human Services field is considered an asset.
2. At least 1-years' experience in the disability services, or outreach and addiction support roles

Days:

4 on 4 off rotation

Hours:

10:00 – 21:00

Wage:

Rate Grid: DSWII-E (*starting wage \$24.50 per hour*)

Applicants must submit a letter of intent and resume quoting the reference #DSWII-R4 to Kendal Tremblay in person at 860 Heritage Boulevard West, Lethbridge, Alberta, or by email at hr@questsupport.com Only those applicants successful for an interview will be contacted.

Closing Date: September 20, 2023 @ 4:30pm