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| <b>POSITION TITLE:</b><br>Facilitator – Community Planning & Development | <b>POSITION NUMBER:</b><br>Various   |
| <b>REGION:</b><br>Various  | <b>LOCATION:</b><br>Various  |
| <b>CURRENT CLASSIFICATION LEVEL:</b><br>SPO24                            | <b>DATE:</b><br>September 25, 2009   |
| <b>SUPERVISOR POSITION NUMBER:</b><br>Various                            | <b>SUPERVISOR'S TITLE/CLASSIFICATION:</b><br>Manager of Community Planning & Development |

#### **PROGRAM**

Community Living British Columbia [CLBC] delivers support and services to individuals with developmental disabilities and their families. CLBC staff strives to adhere to the corporate vision '*Good lives in welcoming communities*'.

#### **PURPOSE OF POSITION**

Facilitators are responsible for representing CLBC as the primary contact for individuals with developmental disabilities and their families. The role includes confirming eligibility for CLBC funded services; supporting and facilitating access to generic services, informal support and CLBC funded services and allocation of small targeted amounts of funding. A Facilitator may act as a key point of contact for individuals and their families; responding to crisis situations, resolving problems, coordinating services, creating and implementing individual support plans which include informal and formal safeguards. The position assists individuals and families to connect to their community, to build on the strengths and assets of the individual, as well as to help them develop achievable goals. Facilitators assist the individual and their families in identifying the activities and resources required to reach their goals, by supporting the individual to explore their capacity and enhance their ability to make informed decisions and choices.

#### **SPECIFIC ACCOUNTABILITIES/DELIVERABLES**

**Facilitators work with individuals and their families to:**

- Provide information on the eligibility application process
- Advise about eligibility for CLBC supports

- Assist with the completion of forms where required
- Provide information about the role of CLBC, our staff, funded supports and services
- Document and update requests for CLBC funded services in PARIS
- Assist them to understand their needs and wants, identify strengths and assets, define their goals, describe activities which help an individual achieve their goals, and define ways of knowing whether the goals were achieved.
- Assist them to develop and implement individual support plans which have a balance of generic, informal supports and CLBC funded services. The facilitator may assist the individual or family to explore community and service options as part of the plan development process. Facilitators proactively resolve informal complaints or concerns;
- Review plans developed by service providers and families to ensure they meet CLBC policy before they are submitted for review by an analyst.

**Facilitators work with Quality Service Analysts to:**

- Assist individuals who are in crisis
- Develop an effective crisis management approach
- Implement approved funded supports and services;

**Facilitators work with Community to:**

- Build relationships and connections in community to utilize community's assets in addressing individual needs of people with developmental disabilities and their families.
- Identify gaps and issues in community which are barriers to inclusion and full citizenship for people with developmental disabilities.

**KEY DUTIES INCLUDE:**

- Reviewing reports from psychologists to confirm eligibility and notifying individual/family accordingly;
- Providing full and complete information about informal community supports, generic services, CLBC services, peer and family support services available
- Making referrals as required on an individual basis and/or coordinating supports with other agencies outside CLBC (e.g. MCFD, Health Authorities, educational/vocational and municipal services)
- Providing information about available supports and services and expected levels of support to address the individuals' disability related needs
- Providing advice and guidance to eligible individuals and their families to assist them in decision making
- Assisting individuals and their families to develop goals or an individual support plan; Specifically: determine both community and CLBC funded options, identify alternative supports and services, identify formal and informal safeguards and assist with implementing approved funded supports;

- Providing timely notification to individuals and families of CLBC decisions about provision of CLBC funded services, funding limitations or delays so that individuals and their families may adjust their plans accordingly
- Identifying key issues for their manager, including gaps in services and supports for individuals and trends; developing new approaches to addressing individual requests;
- Responding proactively to situations in order to prevent a crisis with individuals and their families;
- Providing support with life transitions for individuals and their families including assisting with changes in existing supports;
- Investigating, planning and developing a support plan when CLBC acts as a delegated agency under the Adult Guardianship Legislation.
- Allocating small amounts of available resources

*Performs other related duties.*

## EDUCATION

Bachelor of Social Work or equivalent. Experience working in Community Living field with children, youth or adults with developmental disabilities and their families.

## SKILLS & ABILITIES

### KNOWLEDGE OF:

- Existing CLBC policies (i.e. program and administrative);
- How community services and supports operate;
- The person-centered planning process;
- Relevant legislation (e.g. Community Living Authority Act, Adult Guardianship Act);
- Values and principles of community living (e.g. inclusion, community participation, citizenship).

### ABILITY TO:

- Respond to internal and external inquiries;
- Provide orientation to Community Living, CLBC services and eligibility requirements and confirm eligibility for services
- Support individuals and families to identify their needs, wants, strengths, assets, goals
- Assist individuals, families and support networks to develop a plan
- Facilitate individual and group planning
- Understand and apply person centered planning, goal based planning and community engagement processes;
- Apply appropriate analytical, problem solving, and judgement to the development and implementation of plans;

- Work with individuals and families to identify required supports without imposing personal or professional bias;
- Support and assist individuals and families to initiate implementation of their goals and/or plan
- Contribute to the health, safety and well being of individuals and families
- Document and share information
- Identify community resources and participate in, develop and enhance partnerships and links with community stakeholders
- Research, record and share information relating to generic services and informal community supports
- Demonstrate how community living objectives could be tied to other community engagement initiatives within a community;
- Contribute to a safe and healthy working environment
- Resolve conflict with a wide range of stakeholders
- Contribute to the stewardship of finances and other resources
- Seek continuous improvement in workplace practices
- Effectively represent CLBC in the community exercising tact and diplomacy
- Network with, develop and enhance links to business, industry, health, municipal and regional councils, school boards, colleges and community services;
- Accept feedback on their work from individuals, families and other involved in community living support;
- Contribute to the effectiveness of teams and other interpersonal relationships
- Develop and maintain productive relationships
- Demonstrate a high degree of ethical practice in their relationships
- Develop a plan for ongoing learning
- Contribute to the learning of others
- Manage multiple tasks and produce results within deadlines;
- Work independently within a policy framework with supervision, to identify flexible and creative support options for individuals and their families.

**WELL DEVELOPED:**

- Written and oral communication skills;
- Interpersonal skills: ability to listen, understand and articulate the desires and needs of individuals and their families.
- Negotiation and mediation skills to work with community and service providers.

**SPECIAL REQUIREMENTS**

Occasional overnight travel (e.g. to communities within the catchment area of the Community Living Centre as well as to CLBC Headquarters in Vancouver).

Possession of a valid class 5 Drivers license and a clean Driver's Abstract is required.

Use of own vehicle on expenses. Applicant subject to a criminal record review.

**TOOLS / EQUIPMENT**

Computer and standard software

**WORKING CONDITIONS**

Flexible work hours within the Hours of Work Agreement

**EXCLUDED MANAGER AUTHORIZATION**

I confirm that:

- Accountabilities/deliverables were assigned to this position effective; (Date).
- The information in this position description reflects the actual work performed.
- A copy has/will be provided to the incumbent(s).

Name:

Signature:

Date:

**ADDENDUM TO JOB DESCRIPTION  
COMMUNITY LIVING BC  
*Last Update: Nov 2, 2009***

**IMPROVED ELIGIBILITY<sup>1</sup> FACILITATOR FUNCTIONS  
FOR COMMUNITY PLANNING AND DEVELOPMENT FACILITATORS**

**RATIONALE:**

The Province has made a regulatory change to expand eligibility for CLBC supports. The change allows CLBC to support a new group of adults for whom there is limited research on models of service throughout North America. CLBC will use a developmental approach to developing supports for adults who do not have an intellectual disability but have Fetal Alcohol Spectrum Disorder or a Pervasive Developmental Disorder and significant limitations in adaptive functioning. These supports will be provided as a separate stream from those typically provided to individuals CLBC supports.

The identification of a full time Improved Eligibility Facilitator within each region ensures consistency of approach, clarity of communication, quality of service and accuracy of data collection.

**PURPOSE OF POSITION:**

The Improved Eligibility Facilitator is responsible for liaising directly with the Provincial Lead for Improved Eligibility and acting as a bridge between the region (including, individuals and families, regional staff, and community partners) and the Provincial Lead. The Improved Eligibility Facilitator assumes a leadership role in confirming eligibility, communicating about the initiative, ensuring that new services are developed, and coordinating services to meet the needs this new population.

**NATURE OF WORK AND POSITION LINKS:**

The Improved Eligibility Facilitator works within the assigned regional Community Planning and Development Office and *reports directly* to the manager of that office. However, the Improved Eligibility Specialist Facilitator *liaises* directly with the Provincial Lead for Improved Eligibility and has responsibilities that relate to the specialized nature of this position.

In addition to the typical duties of a Facilitator, the Improved Eligibility Facilitator has the following specific responsibilities:

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<sup>1</sup> This is a placeholder name until a formal program name is adopted.

1. Work with the regional Community Planning and Development Managers and the Provincial Lead for Improved Eligibility to ensure that services for individuals in this service stream are available as appropriate and to increase community awareness regarding CLBC's improved eligibility criteria and application process.
2. Work with local service providers to develop new services relevant to the needs of people with PDD and FASD in the region.
3. Establish cross ministerial relationships specific to supporting people with PDD and FASD for the implementation of supports in the region.
4. Coordinate regional training and networking opportunities for service providers, adults, families and community supports to people with PDD and FASD;
5. Work with registered practitioners to establish eligibility of applicants based on the new criteria.
6. Assess the disability related needs of applicants to the program using the Guide to Support Allocation.
7. Identify or assist in the development of appropriate resources for individuals who have FASD or PDD;
8. Coordinate cross ministerial networks to implement supports for adults with PDD and FASD in the region.
9. Provide Support to the Quality Service Department to contract for and effectively monitor supports to individuals with PDD and FASD.
10. Support the identification, implementation, and completion of regional and provincial goals for this group of adults;
11. Support, promote and implement successful practices, standards, policies and safeguarding mechanisms for people with PDD and FASD on a regional basis;
12. Collect and analyze regional data on eligibility and the availability of needed supports to people with PDD and FASD.
13. Participate in various initiatives that relate to policy and resource development, skill enhancement, and communication;