

**Community Living Society      Assistant Coordinator Annual Progress and Development Plan**

Date: \_\_\_\_\_ Name: \_\_\_\_\_ Employee Number: \_\_\_\_\_

Location: \_\_\_\_\_ Coordinator: \_\_\_\_\_ Director: \_\_\_\_\_

Next Plan scheduled for: \_\_\_\_\_

**Goals:**

**Review of goals from Previous Plan:**

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**Goals for the Coming Year (including any training requirements):**

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\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Coordinator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director of Community Inclusion

\_\_\_\_\_  
Date

**Reviewed by Employee Services for Training and/or Development needs:**

\_\_\_\_\_  
Employee Services

\_\_\_\_\_  
Date

# Community Living Society Assistant Coordinator Annual Progress and Development Plan

(Fill in the "Comment" sections as needed)

## Displays Excellence in Personal Professional and Administrative Conduct:

Maintains thoroughness and attention to detail in every aspect of the job.



Needs Work



Meets Expectation

Comment:

Cooperates with the Coordinator and Director of Community Inclusion to role-model and actively apply the CLS values, policies and procedures (as identified in the CLS Handbook, CLS Health & Safety Program Binder and other documents) in an ethical, professional and caring manner, through sound knowledge of all these aspects. Ensures that direct reports do the same.



Needs Work



Meets Expectation

Comment:

Completes general administration in an accurate and timely manner, including scheduling, timesheets, budgeting and financial accountabilities, maintenance of confidential files, reporting requirements, meetings and record keeping as requested by the Coordinator. Assists the Coordinator to ensure that team members fulfill their administrative responsibilities as assigned.



Needs Work



Meets Expectation

Comment:

Participates in recruitment, selection, employment requirements, orientations, discipline, attendance and performance management as requested by the Coordinator. In the Coordinator's absence, cooperates with Employee Services, in an effective, timely and respectful manner.



Needs Work



Meets Expectation

Comment:

Attends General and Regional Coordinators' meetings in the Coordinator's absence as scheduled by the Director, and punctually; participates in a positive and respectful manner. Assists the Coordinator to ensure that direct reports attend team meetings regularly and punctually and participate respectfully.



Needs Work



Meets Expectation

Comment:

Arrives on time for shifts, scheduled appointments and activities, and assists the Coordinator to ensure that team members do the same.



Needs Work



Meets Expectation

Comment:

## Community Living Society Assistant Coordinator Annual Progress and Development Plan

Participates in the design of and adheres to the agreed upon team dress code which may be in place and necessary in order to provide a safe environment for certain individuals and subsequently lower risks for the employees. Ensures that team members are aware of this and in compliance.



Needs Work



Meets Expectation

Comment:

Refrains from gossip, innuendos and slanderous comments regarding co-workers, individuals and their support networks and supervises others to do the same.



Needs Work



Meets Expectation

Comment:

### Treats co-workers with respect at all times and, as a leader, ensures team members behave in the same way:

Treats colleagues respectfully without using inappropriate labels or comments and supports team members to do the same.



Needs Work



Meets Expectation

Comment:

Acknowledges that each person is responsible for their own mood and feelings and must manage them.



Needs Work



Meets Expectation

Comment:

Refrains from discussing personal issues while supporting and assists the Coordinator to support team members to do so.



Needs Work



Meets Expectation

Comment:

If appropriate, works with the Coordinator and team members to define break guidelines. Ensures these are adhered to by everyone, including the Coordinator.



Needs Work



Meets Expectation

Comment:

Admits errors and assumes personal responsibility for mistakes.



Needs Work



Meets Expectation

Comment:

# Community Living Society Assistant Coordinator Annual Progress and Development Plan

Presents a positive and welcoming attitude regardless of personal and professional situations.



Needs Work



Meets Expectation

Comment:

Role-models professionalism at all times and coaches others in a respectful way.



Needs Work



Meets Expectation

Comment:

Maintains composure during difficult interactions with co-workers. Responds appropriately when distressed. Assists the Coordinator to coach direct reports in these skills



Needs Work



Meets Expectation

Comment:

Promotes and maintains an open-door policy with regard to team members and ensures that the Coordinator is kept informed.



Needs Work



Meets Expectation

Comment:

Respects employee confidentiality, personal boundaries and limitations and sets this expectation for all team members.



Needs Work



Meets Expectation

Comment:

## Role-models excellence in support:

Promotes and maintains an open-door policy, positive relationships and open communications with the individual's personal network. Takes direction from the Coordinator and: collaborates with the individual's support network in decision-making; promotes and maintains ongoing, positive relationships and open communications amongst individuals, their friends, other CLS employees, government /professional representatives and the community. Has the expectation that this model will be followed by team members.



Needs Work



Meets Expectation

Comment:

In the Coordinator's absence, acts as the primary liaison with families and personal networks and, demonstrates responsibility for managing these relationships in a positive and constructive manner. This includes the resolution of issues before they become conflicts and the appropriate request for backup and coaching from the management team as required.



Needs Work



Meets Expectation

Comment:

# Community Living Society Assistant Coordinator Annual Progress and Development Plan

In the Coordinator's absence, acts as the primary liason with all the professionals that may interact with an individual such as psychologists, specialists, etc. Identifies when certain interventions are required and takes the initiative to set up meetings and obtain the support necessary.



Needs Work



Meets Expectation

Comment:

Avoids using inappropriate labels or comments when speaking about individuals, and refrains from referring to their personal issues in a joking manner. Has the same expectation for direct reports.



Needs Work



Meets Expectation

Comment:

Adjusts style and content of communication appropriately for each individual within respectful boundaries and trains others to do so.



Needs Work



Meets Expectation

Comment:

Maintains composure during difficult interactions with individuals so that others learn these skills



Needs Work



Meets Expectation

Comment:

Provides a high level of comfort and privacy during personal care and other procedures and trains team members accordingly.



Needs Work



Meets Expectation

Comment:

Respects an individual's values, customs and beliefs and has the same expectation of team members.



Needs Work



Meets Expectation

Comment:

Under the direction of the Coordinator, is flexible and responds to the changing needs for the support of the individual over time, in all aspects of their lives, as guided by regular reviews of their personal plan. Ensures team members develop flexibility.



Needs Work



Meets Expectation

Comment:

# Community Living Society Assistant Coordinator Annual Progress and Development Plan

Seeks the individual's understanding when communicating information.



Needs Work



Meets Expectation

Comment:

Demonstrates appropriate boundaries for relationships with supported individuals.



Needs Work



Meets Expectation

Comment:

Acknowledges that extra support is sometimes required for each individual and role models the provision of this so that employees understand that this is expected in their role.



Needs Work



Meets Expectation

Comment:

Nurtures self-determination, responsibility and personal growth of the individual in accordance with their expressed goals as documented in their personal plan. Assists the Coordinator to train team members in this approach.



Needs Work



Meets Expectation

Comment:

Oversees and facilitates effective counselling and instruction of individuals on choice making as a skill and assists team members to do so.



Needs Work



Meets Expectation

Comment:

Oversees and facilitates effective counselling and instruction of individuals in all areas of safety and security in order to assure their well being. If requested by the Coordinator, completes formal risk assessments for all individuals.



Needs Work



Meets Expectation

Comment:

Assists the Coordinator to ensure the integrity of all safety protocols and that all team members are correctly trained on all aspects of an individual's life. This includes regular reviews at team meetings and the scheduling of refresher training when needed.



Needs Work



Meets Expectation

Comment:

# Community Living Society Assistant Coordinator Annual Progress and Development Plan

Counsels and instructs individuals in establishing and maintaining a healthy lifestyle and environment that is supported by the entire team.



Needs Work



Meets Expectation

Comment:

Ensures that individuals are coached and advised by the team in a respectful and dignified manner to become as self-sufficient as possible in all areas of daily living and day to day activities, including: relationship building, medication administration, personal appearance, hygiene, assisting with meal times, cleaning, accountability of funds, supported employment, general upkeep and maintenance of their home, etc.



Needs Work



Meets Expectation

Comment:

Coaches and advises individuals to integrate themselves in their community and trains team members to do so.



Needs Work



Meets Expectation

Comment:

Adheres to CLS and the funders' standards of practice in using Positive Behavioural Support techniques under the direction of the Coordinator. Assists the Coordinator to ensure these are incorporated into the individual's plan and appropriate training is given before they are used.



Needs Work



Meets Expectation

Comment:

Respects individuals' privacy and confidentiality, and counsels and instructs the individuals to show each other the same respect. Ensures that this is understood by team members.



Needs Work



Meets Expectation

Comment:

Under Coordinator's supervision, gives direction, in accordance with the wishes of the individual and networks, to assist in the identification, development and monitoring of employment opportunities and the appropriateness of the job match, as applicable.



Needs Work



Meets Expectation

Comment:

## Community Living Society Assistant Coordinator Annual Progress and Development Plan

Assists the Coordinator to supervise the provision of accurate and detailed information by team members for optimal transition of care between transit providers, the individual's home support and vocational support.



Needs Work



Meets Expectation

Comment:

Listens to and takes action on team members' suggestions for changes in policies, procedures, or for improvements to support and discusses these with the Coordinator.



Needs Work



Meets Expectation

Comment:

As requested by the Coordinator, is responsible for the ongoing maintenance and update of individuals' personal plans. From time to time this may include being the first point of contact for families and personal networks that choose to be involved in the planning. Assists the Coordinator to oversee responsiveness to the changing needs of the individuals in all aspects of their lives, through regular reviews of their personal plan.



Needs Work



Meets Expectation

Comment:

Assist the Coordinator to ensure that accessibility plans are completed and updated for all individuals.



Needs Work



Meets Expectation

Comment:

### Ensures Effective Operation of the Home/Centre:

In the absence of the Coordinator, reports major appliance failure to the Director of Residential Initiatives and takes direction regarding prompt replacement thereof.



Needs Work



Meets Expectation

Comment:

In the absence of the Coordinator reviews and responds to licensing inspections and ensures the required follow up is implemented with assistance from the Senior Administrative Assistant..



Needs Work



Meets Expectation

Comment:

## Community Living Society Assistant Coordinator Annual Progress and Development Plan

Assists the Coordinator to maintain all onsite emergency equipment as per the protocol and directions given by management.



Needs Work



Meets Expectation

Comment:

In the absence of the Coordinator, takes direction from the Director of Residential Initiatives with regard to any renovations, repairs and maintenance that are required at the location.



Needs Work



Meets Expectation

Comment:

In the absence of the Coordinator, takes direction from the Director of Residential Initiatives with regard to CLS vehicle maintenance at the location.



Needs Work



Meets Expectation

Comment:

Assists the Coordinator in taking direction from the Director of Quality and Innovation with regard to compliance with all policy requirements of the accrediting body. Assists in fulfilling all necessary tasks including the maintenance of accreditation tools in order to meet these requirements.



Needs Work



Meets Expectation

Comment:

Works as part of a team with the Coordinator, Director of Residential Initiatives and Employee Services when an individual is involved in a motor vehicle accident. In the absence of the Coordinator ensures the individuals receive prompt medical attention as required and informs the families and personal networks about the accident.



Needs Work



Meets Expectation

Comment:

### Supervises and Contributes to Team Effectiveness:

Provides constructive input and recommendations to improve existing policies, procedures and protocols and encourages team members in this expectation.



Needs Work



Meets Expectation

Comment:

# Community Living Society Assistant Coordinator Annual Progress and Development Plan

Responds appropriately to help a distressed colleague while supporting and while interacting with other co-workers.



Needs Work



Meets Expectation

Comment:

Encourages and supports co-workers, and expects them to do the same.



Needs Work



Meets Expectation

Comment:

Intervenes professionally and courageously when a co-worker's behaviour is rude, aggressive, threatening or inappropriate.



Needs Work



Meets Expectation

Comment:

Requests help when needed, and encourages team members that it is safe to do so.



Needs Work



Meets Expectation

Comment:

Supports co-workers to strive for an environment in which team members encourage and support each other. Provides and accepts constructive feedback without defensiveness and encourages others to do the same. Acknowledges others' contributions.



Needs Work



Meets Expectation

Comment:

Solicits and values input from team members. Conveys information and answers questions honestly and tactfully.



Needs Work



Meets Expectation

Comment:

Ensures support of individuals when unable, or when a co-worker is unable to fulfill responsibilities. In the absence of the Coordinator, takes responsibility for ensuring that all shifts are filled.



Needs Work



Meets Expectation

Comment:

Takes on extra work to help the team. Completes assigned share of team responsibilities.



Needs Work



Meets Expectation

Comment:

Serves as a knowledge or skills resource for others. Shares knowledge, asks for clarification of needs. Engages in informal teaching and learning activities with team members.



Needs Work



Meets Expectation

Comment:

Provides individuals' information to the team in an effective manner and encourages them to do the same.



Needs Work



Meets Expectation

Comment:

Maintains a positive attitude in times of crisis during unanticipated increases in workload.



Needs Work



Meets Expectation

Comment:

Supports and adheres to the Personal and Professional requirements of the Assistant Coordinator Position Description.



Needs Work



Meets Expectation

Comment:

Assists the Coordinator to effectively demonstrate and apply: counselling and coaching skills, instructional skills, leadership, delegation, confidence building, and role models conflict resolution. Assists the Coordinator to encourage cooperation, humour, and participation within the work team, identify strengths and abilities of direct reports, and effectively instructs and coaches them to fulfill their job expectations, as well as prepare them for promotional opportunities when applicable. Creates a culture of appreciation by providing constructive and supportive feedback appropriately and acknowledges team members' contributions.



Needs Work



Meets Expectation

Comment:

In the Coordinator's absence, is accountable as having the primary responsibility for the health and safety compliance for WorkSafeBC. Ensures the health and safety binder at the workplace is updated, ensures the information received from the JOHSC is communicated to all team members, and participates in training as required.



Needs Work



Meets Expectation

Comment:

# Community Living Society Assistant Coordinator Annual Progress and Development Plan

In the Coordinator's absence, follows up on matters as directed by Employee Services: sick time follow up; unpaid leaves of absence; recruitment and selection of staff; approval of bereavement leave; and house schedule changes where staff must be notified in advance.



Needs Work



Meets Expectation

Comment:

In the Coordinator's absence works collaboratively with Employee Services and the Director in situations where employees require to be placed into a progressive discipline process.



Needs Work



Meets Expectation

Comment:

Participates with Employee Services and the Director in investigations when allegations are made against employees on the teams requested by the Coordinator in their absence.



Needs Work



Meets Expectation

Comment:

Assists with CLS social events that are individual-focussed from time to time as they are scheduled.



Needs Work



Meets Expectation

Comment:

Performs other duties as assigned



Needs Work



Meets Expectation

Comment:

## Special Recognition and Additional Comments:

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