

Position Description – National Team Manager (NTM) (RSVP)

Position Description

Position title	National Team Manager (Bilingual essential) (NTM)
Location	Remote - National
Reports to	Director Service Delivery, Rehabilitation Services Specialists
Direct reports	Rehabilitation Service Specialists/Case Coordinators/Job Developers
Community Collaborators	Veterans Affairs Canada
Travel requirements	As needed

Position purpose

The National Team Manager (NTM) is responsible for supporting the development and implementation of PCVRS objectives, strategies and service delivery quality. The NTM will provide management support across the RSS and RSP-Vocational teams, ensuring they provide the highest level of service for Participants, and meet and exceed the contractual minimum expectations for performance and service standards.

The role will identify and address priority areas for performance and continuous quality improvement within the program and is a results-driven, experienced manager, able to develop and motivate teams to achieve Key Performance Indicators (KPIs) in a fast-paced environment.

In collaboration with the Director Service Delivery RSS, this role is responsible for maintaining a culture that aligns with WCG's company values and ethics. The NTM is responsible for carrying a small caseload of participant files.

Success measures

Customer/Stakeholder Satisfaction	<ul style="list-style-type: none"> Maintains effective relationships with the funder and other program stakeholders Creates and maintains relationships and partnerships with service providers, community agencies and employers to improve participant outcomes and experiences
Financial Performance	<ul style="list-style-type: none"> Manages the efficiency and financial performance of the team to meet budgeted targets
People & Team Satisfaction	<ul style="list-style-type: none"> Leads team members to achieve performance and outcome goals Monitors staffing and capacity levels at the team. Regional and national level Works collaboratively with PCVRS team members to ensure consistency and standardized service quality across the country
Operational Performance	<ul style="list-style-type: none"> Ensures service standards and outcomes meet and exceed contract requirements and develops strategies to address performance gaps Evaluates and make recommendations for process improvements to improve efficiency for the team and enhance Participants' experience in the program. Lead or participate in working groups and cross-departmental meetings designed to evaluate and improve service delivery

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Program Outcomes	<ul style="list-style-type: none"> Ensures targeted outcomes are met by the team, in line with the vision and mission of the program
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Core Responsibilities:

Program Management	<ul style="list-style-type: none"> Monitors and manages caseloads and workflows to ensure optimization of resources and achievement of service standards and ensuring team has the appropriate skills and expertise Reviews and approves reports being submitted to funder for completeness, accuracy, and alignment to program objectives Audits participant files for quality assurance purposes, ensuring services are provided within the scope of the contract and meet quality standards and documentation is accurate and thorough Ensures Rehabilitation Plans are progressing and being re-assessed monthly, pro-actively problem solving with RSS when plan is not progressing as anticipated In partnership with the RSS Regional Manager, tracks and analyzes team performance against contract Service Standards, Participant outcomes and Participant experiences using scheduled and ad-hoc reports, and develops and implements action plans to address performance gaps Supports implementation of change management processes related to volume fluctuations, performance issues, or changes in policy impacting service delivery Uses program reporting tools to analyze current operations and support continuous improvement Supports development, implementation and communication of process improvements Leads or participates in working groups or management meetings across the program Supports identification, management and resolution of case file escalations Develops or collaborates on communications and program documentation to support service delivery excellence
Leadership & People Management	<ul style="list-style-type: none"> Supports team members to ensure timely, high quality and participant-centered services are provided within service standards Hires team members with appropriate skills and qualifications to perform duties required; participates in recruitment, selection, and training of staff as appropriate Provides mentorship and coaching to team members to promote quality and consistency in care, and support ongoing professional and personal development goals Conducts or participates in evaluations of complex files and files at risk for suboptimal outcome Develops Annual Performance Development Plans and reviews quarterly with each team member Pro-actively addresses performance gaps using Performance Management framework Disseminates corporate and/or program information including updates to policies, procedures, and guidelines to team members Monitors skillset, experience, and competencies amongst team members through the competency matrix to ensure sufficient capacity of staff with the required competencies and qualifications
Stakeholder Engagement & Partnerships	<ul style="list-style-type: none"> Maintains effective relationships with VAC to ensure the highest quality and consistency of service to program participants Creates and maintains professional working relationships with program staff and management

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	<ul style="list-style-type: none"> Represents the program and builds awareness and commitment among employers and community agencies of the program’s services
Case Management	<ul style="list-style-type: none"> Conducts direct service work which may include Initial Intake Interviews, development of Rehabilitation Plans, implementation/monitoring of Rehabilitation Plans, and completing some vocational services as appropriate
<i>Other duties as required, including going beyond the job description whenever necessary</i>	
WORK HEALTH AND SAFETY	
For manager responsibilities, refer to the WCG Workplace Health and Safety Policy	

Capabilities and experience:

- Bilingual (English/French) required
- A current health professional designation, Certified Vocational Rehabilitation Professional (CVRP), or a Certified Vocational Rehabilitation Services Professional – Fellow (CVRP – F) , or Career Counsellors registered with the Ordre des conseillers et conseillères d'orientation du Québec
- Minimum of five (5) years’ experience in the direct provision of medical, psycho-social or vocational rehabilitation services (or a combination thereof) including the following:
 - Experience in conducting medical, psycho-social or vocational rehabilitation assessments
 - Experience working with persons living with mental or physical health problems creating barriers to civilian life
 - Experience working with a variety of health disciplines in an inter-disciplinary team environment
- Minimum two (5) years’ supervisory experience in disability management and/or case management of rehabilitation services including:
 - Experience analyzing and interpreting medical, psycho-social or vocational assessments and making recommendations based upon critical analysis of information leading to the development of a comprehensive plan and program or care
 - Strong leadership, supervisory and team building skills
- Advanced Microsoft Office skills including Excel
- Strong program and staff leadership experience, and a rich understanding of provision of services to the Veteran population
- Employment conditional on obtaining federal Reliability Status security clearance

WCG Leadership Behaviours

As an WCG leader it is expected that the role has ability to consistently display the following leadership capabilities.

The Inspiring Leader	<p>The inspiring leader is a true role model of WCG values.</p> <p>They set a vision and are able to zoom out to see the bigger picture, they are forward-thinking and constantly striving higher.</p> <p>They are passionate about the leadership role, they create the tone for their teams’ behaviour through their communication style, energy and passion.</p>
The Winning Leader	<p>The Winning Leader sets, meets and strives to exceed KPIs despite obstacles.</p> <p>They are responsive and adaptable to differing situations, people and points of view.</p> <p>They are accountable to other to deliver results and look for growth opportunities.</p>

<p>The Authentic Leader</p>	<p>The authentic leader is confident, trustworthy, transparent and balanced.</p> <p>They are self-regulated matching behaviour to context, they are seen to be steady when times are turbulent.</p> <p>They act with integrity and fairness and demonstrate commitment to their team through lack of ego.</p>
<p>The Collaborative Leader</p>	<p>The collaborative leader builds consensus and alignment through applying strong listening skills, an optimistic attitude and empathy.</p> <p>They build and operate within high performing teams through their ability to coach and support others and are themselves keen learners.</p> <p>They empower others to make decisions in times of rapid change.</p>
<p>The Courageous Leader</p>	<p>They are aware of their impact on others, however can hold tough conversations and maintain strong relationships. They provide candid feedback and seek continuous feedback in return.</p> <p>They don't require hierarchy to deliver results, they invest in people and their relationships.</p> <p>The courageous leader demonstrates resilience when faced with challenges and guide their team with conviction.</p>

WCG is strengthened by diversity. We are committed to achieving a workplace that is equitable and representative of Canada's diverse population. We actively work to attract, develop, and retain employees from diverse and equity-deserving backgrounds who have exceptional ability and the desire to make a difference. We continuously strive to support individual needs and differences in a work environment that is built on inclusivity and respect for everyone.

WCG is committed to providing an accessible, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise us if you require accommodation in advance of any part of the recruitment and selection process.



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