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2.0 ROLES AND RESPONSIBILITIES:

2.1 Role of the Disability Support Worker

2.1.1 The role of the Disability Support Worker is to:

- a) administer the DSP;
- b) utilize a person-centred approach when working with individuals and/or families;
- c) offer support coordination services if requested by the individual and/or family (Refer to Section 2.3, *Role of the Support Coordinator*);
- d) work with the Support Coordinator to ensure that the appropriate people are involved in the support planning process to focus on maximizing the person's quality of life;
- e) consult and work with the individual and/or family to decide the priority of needs to be met;
- f) verify that all potential resources and supports have been considered in the development of the support plan, and determine which needs are already met and which are not;
- g) have a comprehensive knowledge of the range of services/supports available in the local system of services;
- h) ensure that, where appropriate, procedures for confidentiality are in place for all service providers in the collection, use and transfer of information related to the individual and/or family and the support plan (Refer to Section 3.0, *Confidentiality*);
- i) approve support plans and individual support agreements up to signing authority limits;
- j) review each support plan and individual support agreement on a regular basis to follow-up on planned services and evaluate outcomes (a supports review is to occur at a minimum of once per year according to Section 13.1);
- k) to enter into the *Integrated Services Management (ISM)* system all required documentation and/or forms under the DSP;
- l) to ensure that necessary documentation containing signatures from DSP participants is maintained in a hard copy secured file system, according to office procedures;
- m) prepare files for transfer between offices, if necessary;
- n) participate in community development work such as developing and facilitating community education and consultation;
- o) maintain a specified level of signing authority in accordance with office procedures;
- p) consult with Disability Support Unit Supervisor if false information is being provided by a participant (Refer to Section 13.5); and
- q) participate in the Provincial Review Committee as required (Refer to Section 17.4).

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2.2 Role of the Supervisor

2.2.1 The role of the Supervisor is to:

- a) manage the Disability Support office(s);
- b) provide consultation to Disability Support Workers;
- c) maintain a specified level of signing authority in accordance with program procedures;
- d) ensure Disability Support Workers have appropriate signing authority in accordance with program procedures;
- e) manage transfer process of files between offices;
- f) attempt to resolve issues with dissatisfied participants;
- g) give direction to Disability Support Workers concerning suspected fraud (Refer to Section 13.5);
- h) ensure records and data are kept for the purpose of program evaluation;
- i) ensure records and data are kept for the purpose of budgetary review;
- j) participate in the provincial review committee as required (Refer to Section 17.4);
- k) participate in the Provincial Working Group and other provincial meetings as necessary; and
- l) monitor overall performance of Disability Support Workers (Refer to Section 2.5.6).

2.3 Role of the Support Coordinator

2.3.1 For funding purposes the Support Coordinator's role must meet criteria detailed in Section 2.3.3. The Support Coordinator may be, but not limited to the following:

- a) the individual with the disability;
- b) family member;
- c) service provider; and/or
- d) the Disability Support Worker.

2.3.2 The Support Coordinator is responsible to:

- a) work with the Disability Support Worker to ensure that the appropriate people are involved in the process of identifying needs and planning supports;
- b) help in the development of the support plan with the individual and/or family;
- c) help coordinate and monitor service delivery;
- d) facilitate communication between funded service providers, family and community supports and other funders to reduce duplication, clarify responsibility and ensure accountability;
- e) coordinate access to services and the timetable for delivery of services and/or supports;
- f) follow up on planned services and supports, and help evaluate results; and
- g) keep client information confidential.

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2.3.3 This support is limited only to client situations where considerable coordination is required and is not intended to replace expected natural supports provided by parents, spouses and or family. It is usually found in client situations involving family members with a disability, where multiple community services are being accessed where scheduling and coordination can be overwhelming for the client, spouse, parent. It is not intended to duplicate or replace any other support services already available. (Refer to Section 2.3.1)

2.4 Responsibilities of the Individual/Family/Agent

2.4.1 The individual and/or family is responsible to:

- a) provide verification of disability, if requested;
- b) complete the *DSP Assessment Guide* with the Disability Support Worker; (Refer to Section 5.1)
- c) work with the Disability Support Worker and Support Coordinator to identify and prioritize unmet needs;
- d) utilize family and community supports to the extent that they are available;
- e) work with the Disability Support Worker to develop an appropriate support plan with goals and action plans;
- f) provide information regarding Net Income (Line 236) from their *Notice of Assessment* provided by Canada Revenue Agency (18 and over) as proof of income for determination of household income and determination of client contribution, and documentation of age, if needed (i.e. birth certificate, Personal Health Number);
- g) agree to and sign an *Individual Support Agreement*; (Refer to Section 11.0)
- h) take responsibility for the provision of informal supports where agreed to in the support plan;
- i) take responsibility for contracting support services;
- j) to advise the Disability Support Worker if more frequent reviews are required due to a change in condition or circumstances;
- k) participate in evaluating the quality of service/supports through feedback when requested or offered;
- l) inform the Disability Support Worker, at the time of the annual review, of any change in condition or circumstance that affects needs;
- m) inform the Disability Support Worker if moving and/or if they are in an institution beyond 30 days (i.e. hospital, long-term care facility, prison, etc. (Refer to section 10.7.3);
- n) return technical aid/assistive devices to the DSP when ceasing to require or use the technical aids/assistive device if the DSP's contribution for the purchase of the technical aid/assistive device is 75% or more of the cost. (Refer to Section 8.6.7); and
- o) maintain *Records of Supports Used*. Records of Supports Used assist with case plan development and review. They are an important component of assessing the opportunities of future case plan requests.

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2.5 Delegated Signing Authority

- 2.5.1 Signing authority in the DSP will only be delegated to an employee after the employee has demonstrated competency in the delivery of the DSP during a period of close supervision and training.
- 2.5.2 Determination of signing authority levels are the role of the East/West DSP Coordinators.
- 2.5.3 The employee's supervisor is responsible for guiding the Disability Support Worker through this training period and is responsible for monitoring progress. When the employee's supervisor is satisfied that the Disability Support Worker understands and is competently able to apply the policies, a recommendation for signing authority may be made to the appropriate authority.
- 2.5.4 Disability Support Workers must attain signing authority for a one year period.
- 2.5.5 Employees are expected to develop a general competency that will ensure that appropriate disability support decisions are made. Training objectives are to:
- a) review/study program philosophy and principles, especially looking at views and attitudes towards people with disabilities;
 - b) understand the acts and services that are administered by the Department and the importance of good referral linkages to other government agencies;
 - c) understand the resources and services available through local community based agencies; and understand various disabilities and the inherent nature of living with a disability.
- 2.5.6 Employees are responsible for their own decisions when they have been granted signing authority based on their demonstrated competency. Monitoring overall performance is the responsibility of their immediate supervisor.
- 2.5.7 Case auditors shall access and review files. Errors in procedure or judgement are reported to the employee or their supervisor directly.
- 2.5.7 Misuse of signing authority, or a pattern of errors or faulty judgement, results in corrective action that may include:
- a) temporary withdrawal of signing authority by the supervisor, thus requiring the
 - b) supervisor's approval of all case actions until practice competency is restored;
 - c) recommendation that signing authority be permanently withdrawn.