

Developmental Services Human Resource Strategy

Ontario Developmental Services
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In 2009 a Core Competencies model for Ontario's Developmental Services Sector was developed as part of the Provincial DS HR Strategy. The implementation of workplace competencies is intended to enhance and sustain a quality workforce and provide a framework for ongoing professional development. Since that time over 120 DS Agencies in Ontario are involved in the implementation of Core Competencies.

Some agencies felt that including administrative employees in the implementation of Core Competencies within their agency would enhance the agency culture. In response, four Regional Champions formed a task group with input from Queens University to develop a companion document that could be used for Administrative positions. Although the development process for these administrative competencies was less rigorous than the initial development by the Hay Group of the core competencies of seven key positions, this process included an extensive review of the initial Core Competencies for positions ranging from Direct Support Professional to Executive Director, as well as the research on administrative competencies from Queen's University students, and other materials currently used by agencies. This document is a companion document to the Core Competencies Model for the Ontario Developmental Services Sector and it is only to be used in addition to the original Core Competencies material.

Given the diversity of organizational structure, titles and positions within our sector, it was impossible to identify all administrative positions in all agencies. Agencies will need to review the competency models and determine which one closely reflects the positions within their agency. As with the Core Competencies models for Ontario's Developmental Services, the competencies identified are what drives superior performance for that position. For example, it is understood that all positions require self-development, but as with the models developed for Ontario's Developmental Services where it is specifically identified for the clinical positions, it has been identified for the IT/ Finance Coordinators only in this dictionary.

Administrative positions that fall under a managerial role would use the competency model for the Manager or Director as indicated in the original dictionary.

Through this project, the key administrative positions identified are:

- Receptionists
- Administrative Assistants
- Coordinators (such as HR, Payroll Coordinator, Volunteer Coordinator, etc.)
- Executive Assistants
- Volunteer and Special Events Coordinators

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The dictionary and the implementation process was then piloted with a number of agencies and revised based on feedback. This document is designed to only be used by agencies that are implementing Core Competencies through the Provincial DS HR Strategy.

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