



**YWCA**  
EDMONTON

A TURNING POINT  
FOR WOMEN

Closing Date: March 5, 2010

Please forward your resume to:

**YWCA Edmonton**  
Recruitment Coordinator  
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## Lead Program Coordinator

The YWCA has an opportunity for an individual to make a significant difference in the Services for Persons with Disabilities department. The Services for Persons with Disabilities department provides support to adults and children with disabilities and their families. The Lead Coordinator is involved in the planning, development and monitoring of daily service delivery of the department in accordance with the YWCA mission statement. The Lead Program Coordinator supports and mentors the Program Coordinator team

This position is full-time position (37.5 hours/week) with flexible work hours to meet the needs of the department team and individual caseload. The Lead Program Coordinator reports to the Director of Services for Persons with Disabilities.

### Job Duties/Responsibilities:

#### **Human Resources Management**

- Support Program Coordinators in the execution of their duties and responsibilities
- Provide information and resources to Program Coordinators regarding policy & procedure implementation, conflict resolution, staff evaluations, and completion of documentation requirements
- Oversee the training, supervision and evaluation of department direct service staff and contractors
- Work cooperatively and effectively with Program Coordinators to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- Act as liaison person between Program Coordinator team and the Director of Services for Persons with Disabilities

#### **Program Delivery**

- Monitor service delivery for quality supports by providing feedback and support as needed for client intake processes, staff recruitment and retention, and support strategies
- Coordinate a minimal caseload of individuals in the program
- Ensure compliance with Creating Excellence Together (CET) standards of service delivery; facilitate process for CET accreditation program re/certification as required
- Work closely with the Director to develop appropriate standards and procedures for the program

### **Administration**

- Coordinate staff schedules in accordance with individuals' contractual hours
- Monitor individual hours and days served on a bi-weekly basis
- Ensure that all files are accurate and up-to-date inclusive of all written documentation
- Provide the Director with statistics as required
- Attend all regularly scheduled department meetings
- Perform all additional duties related to the position, as assigned

### **Qualifications:**

- Degree in Social Work or Human Resources Management, or equivalent combination of education and experience
- Minimum of 5 years demonstrated management and/or supervisory experience
- Well developed coaching, mentoring, and conflict resolution skills
- Strong communication and teamwork skills, with a proven ability to work in an environment with diverse groups and individual personalities
- Strong organizational, and problem solving skills
- Experience and proficiency in Microsoft Office
- Vehicle and valid driver's license is required
- Experience working with individuals who have physical and/or developmental disabilities would be an asset