



## **Service Coordinator Disability Services**

### **About YWCA Edmonton**

YWCA Edmonton is a not-for-profit women's organization that advances the wellness and growth of women, girls and families. We provide education and services to thousands every year through leadership programs, counselling, outdoor education, and supporting people with disabilities.

### **The Opportunity**

We are looking to for one experienced individual to provide maternity leave coverage to a Service Coordinator position in our Disability Services department. This contract position starts in September 2019 and will be approximately 12-months in duration.

### **Job Summary**

The candidate must be flexible and adaptable in order to meet the changing needs of the community we serve. We are looking for someone who possesses experience in the field of disabilities and will demonstrate creative problem-solving, decision making skills and a person-centered approach.

The ideal candidate will be an effective communicator with strong interpersonal skills. Our candidate will model a solid comprehension and practice of personal and professional boundaries and be effective in conflict resolution.

### **Responsibilities:**

To assess an Individual's and families' needs; develop and coordinate customized services.

### **Program Delivery**

- Work collaboratively with families, funder representatives, and other community agencies when required, in order to assess the needs of the Individual and customize supports on an individual basis
- Prepare individualized budget proposals
- Design, staff and implement programs as needed, to address identified needs of the Individual including but not limited to behavioral, routine, self-help, social, community access, and communication

- Work in conjunction with Lead Coordinators to develop appropriate practices and procedures
- Conduct intake procedures as required

#### Human Resources Management

- Conduct recruitment processes
- Ensure adequate levels of staffing are maintained, in order to meet requirements for delivery of services
- Supervision and evaluation of department direct service personnel
- Responsible for conflict resolution involving direct service personnel and/or families

#### Administration

- Coordinate staff schedules in accordance with Individuals' contractual hours
- Monitor Individuals' hours and days served on a bi-weekly basis
- Review and authorize bi-weekly payroll submissions
- Ensure that all files are accurate and up-to-date inclusive of all written documentation
- Schedule and facilitate all direct service personnel meetings
- Attend all regularly scheduled department meetings
- Work collaboratively with other Coordinators to take regular shifts in the on-call rotation
- Notify the Director of:
  - Individuals for which service can no longer be provided
  - Matters involving personnel disciplinary action
  - Critical incident reports
  - Any matter which potentially impacts the reputation, budget and/or finances of YWCA Edmonton
  - Those issues which relate to Department procedures or the safety of direct service personnel or the Individual(s) being served
- Perform all additional duties related to the position, as assigned

#### **Qualifications Required:**

- Post Secondary education in social services or related field of study
- Minimum of three years' experience working with Individuals with disabilities
- As this position is community-based and involves regular travel to homes in Edmonton and the surrounding area, a vehicle and valid driver's license is required.
- A keen interest in community integration of Individuals with disabilities
- Excellent interpersonal and communication skills
- Ability to interact in a positive manner with a diverse population

- Supervisory experience of at least one year
- Current Standard First Aid and Level C CPR

**Checks & Insurance:**

- Able to provide a clear Criminal Record and Vulnerable Sector Check
- Able to provide a clear Intervention Records Check

**Employment Type:**

Contract, 37.5 hours/week

Requires flexibility in work hours to meet the needs of the caseload; may include evenings and weekends.

**Salary:**

\$50,000 - \$60,000 per year based on education and experience

**Competition Closing Date:**

Applications will be accepted until a qualified candidate is found.

**How to apply:**

Please submit a cover letter and resume via email to human resources:

[L.hogg@ywca.edm.org](mailto:L.hogg@ywca.edm.org)

**Only qualified candidates will be contacted.**