

## **Employment Opportunity**

### **Associate Director, Disability Services**

#### **Organization Overview:**

YWCA Edmonton is a powerful voice for equity and has been leading social change and progress for women, families and gender-diverse individuals in the capital region since 1907. Part of an international movement, YWCA Edmonton is a trusted provider of services, programs and advocacy work that transforms lives and helps build a stronger, healthier, and equitable community for all. We provide education and services to thousands every year through leadership programs, counselling, outdoor education, healing retreats and supporting people with disabilities.

#### **Departmental Overview:**

YWCA Disability Services empowers individuals to achieve their full potential with the support of their family and community. Since 1979, we have provided a wide range of respite and support services for individuals with disabilities and their families. Today, we support more than 190 individuals. Our services support a wide range of conditions, including but not limited to developmental disabilities, physical limitations, behavioural and psychological challenges, and the medically fragile. From infants to seniors, anyone is welcome provided we have appropriate resources available. The Alberta Council of Disability Services has certified our program as a Creating Excellence Together Level II agency, awarded to agencies offering the highest standards of quality care.

#### **Job Summary:**

The Associate Director of Disability Services will collaborate with the Director to guide and advance the Disability Services department in alignment with YWCA Edmonton's policies, procedures, values, and mission. In this role, the Associate Director will take charge of supervising the department's activities and maintaining a high level of service quality for individuals and families. Additionally, they will hold the responsibility of ensuring that YWCA Edmonton complies with all accreditation standards. As a vital and trusted member of the Disability Service Team, the Associate Director will actively contribute to shaping the department's strategic and operational direction.

#### **Employment Type:**

Full-time (37.5 hours/week), hours typically between Monday – Friday. Some additional after hours or weekend work may be required.

#### **Major Responsibilities:**

##### ***Human Resources***

- Recruit, train, supervise, and evaluate positions including the Manager of Service Delivery, Lead Service Coordinator, Training and Development Coordinator, and administrative assistant within Disability Services.
- Conduct performance evaluations for managers and administrative positions, and provide support to managers in conducting evaluations for service delivery staff.
- Cultivate a healthy workplace culture in the department and the organization as a whole, collaborating with management and administrative staff.
- Offer coaching and leadership to help department staff expand their skills.
- Assist in addressing staff or contractor complaints and handling disciplinary actions.

### ***Program Excellence***

- Ensure the implementation and adherence of department policies and procedures in alignment with funding and accreditation requirements.
- Continually innovate to enhance service delivery practices, program safety, and technology utilization.
- Provide input on the department's strategic and operational direction.

### ***Financial Health***

- Collaborate with the Director to develop and monitor the annual department budget(s).
- Prepare annual re-application, contract proposals, and interim reports as required by contracts.
- Review, submit, and negotiate individual service budget proposals with government contacts as necessary.
- Work closely with YWCA Edmonton's External Relations department to support fund development goals and the overall financial well-being of the organization.
- Assist in completing required reporting criteria as needed by the Director.
- Participate in activities and special events on behalf of the department for funding and external relations purposes.

### ***Equity in our Community***

- Establish, maintain, or enhance community relationships and strategic partnerships with stakeholders.
- Advocate with key stakeholders and policy makers to ensure outstanding service provision for our clients and the well-being of staff and contractors.
- Attend various annual events to support partnerships and key stakeholders.
- Stay informed about emerging trends and issues in the sector and share this information with the Director's team.
- Be a strategic partner and thought leader in advancing Inclusion, Diversity, Equity, and Accessibility across the organization.

### **Organizational Relationships:**

The Associate Director of Disability Services directly reports to the Director, Disability Services at YWCA Edmonton. Reporting to the Associate Director, Disability Services are the Training & Development Coordinator, Lead Service Coordinator(s), and all administrative support and contractors within the Disability Services department. Annually, the Disability Services department serves around 190 children and adults living with disabilities in our community.

### **Qualifications:**

- Minimum of a Bachelor's degree in social work, rehabilitation, or a related field in human services; a Master's degree is preferred. Equivalent combinations of education and experience will also be considered.
- A minimum of 10 years of experience working with individuals who have physical and/or developmental disabilities, as well as their caregivers.
- Demonstrated management and supervisory experience of at least 10 years, involving diverse and large teams.
- Proficiency in Project Management.
- Strong knowledge of policy development and analysis.
- Excellent interpersonal, customer service, and communication skills, both written and verbal.

- Very good proficiency in interpreting and analyzing statistical data to identify trends.
- High-level proficiency in using software tools such as Zoom, Adobe Acrobat, and Microsoft Office, including Word, Excel, Access, and Outlook.
- Familiarity with Inclusion, Diversity, Equity, and Accessibility concepts and issues, including an understanding of intersectionality and its impact on both employees and clients.
- A clear Criminal Record Check (including a Vulnerable Sector Check) and Child Intervention Record Check, conducted within the past six months.
- Possession of a valid Class 5 driver's license, access to a personal vehicle, willingness to transport individuals, and \$2 Million Third Party Liability Vehicle insurance. Also, the willingness to undergo a Standard Driver's Abstract check every two years as the position requires.

**Equal Opportunity Commitment:**

For over a century, YWCA Edmonton has been dedicated to creating a community in which everyone has an equal opportunity to achieve their full potential. We know that creating an equitable world requires diversity of thought and equity for all. We stay true to our mission by welcoming the unique contributions that each individual can make, and our hiring practices welcome all candidates. YWCA Edmonton is committed to maintaining a workplace environment that demonstrates a culture built on the fundamental principles of inclusion, diversity, equity, accessibility, and safety.

**Acknowledgment:**

YWCA Edmonton acknowledges that we are on the traditional land of Treaty 6 Territory and the Metis Homeland of Region 4. The footsteps of diverse Indigenous peoples have marked this territory from time immemorial — First Nations, Metis, Inuit, and now settlers from around the world. We are all treaty members, with recognition and respect for Indigenous Peoples and the traditional territories on which we live, work, and play. We call upon our collective honored traditions and spirits to share responsibility for stewardship of this beautiful land and our community.

**Compensation:**

We offer a competitive compensation package for the job that includes a salary commensurate with experience and education, full benefits package with RRSP employer matching contributions, and paid time off and holidays. Our hybrid work arrangement provides flexibility to work both in-office and remotely, ensuring work-life balance and personal pursuits. We value our employees and aim to provide a work environment that promotes growth, development, and well-being.

**How to Apply:**

Please submit your cover letter and resume to [careers@ywcaedm.org](mailto:careers@ywcaedm.org).

**Only qualified applicants will be contacted for a prescreening interview. Please do not call with inquiries. All inquiries can be directly emailed to [careers@ywcaedm.org](mailto:careers@ywcaedm.org).**

**This posting will remain open until December 1, 2023, or until a suitable candidate is found.**