

Employment Opportunity Service Coordinator

Organization Overview:

YWCA Edmonton is a powerful voice for equity and has been leading social change and progress for women and families in the Edmonton 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.

Job Summary:

The Disability Services department provides supports to individuals with a wide range of diagnoses, including but not limited to developmental disabilities, physical limitations, behavioural and psychological challenges, and medical fragility.

The Service Coordinator will oversee the work of department frontline staff (i.e. host respite contractors, community support workers, etc.) handling caseloads that are assigned to them. They will assess an Individual's and/or family's needs and develop and coordinate customized services.

This individual will have a person-centred approach to their work while demonstrating proficiency in skills including problem-solving and decisiveness, time management, and conflict resolution. They will be an effective communicator with strong interpersonal skills, and a demonstrated understanding of professional boundaries.

Hours of work and location: This is a full-time position working 37.5 hours per week, and is community-based and involves regular travel to homes in Edmonton and/or the surrounding area. Flexibility in work hours to meet the needs of the caseload and may include evenings and weekends.

Responsibilities:

Program Delivery

- Collaborate with families, funder representatives, and other community agencies when required, to assess the needs of the Individual and customize support 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 department Managers to develop appropriate practices and procedures
- Regularly travel to Individual or family homes, client events, or other meetings in the community
- Conduct intake procedures as required

Human Resources Management

- Conduct recruitment processes in collaboration with the HR team
- Ensure adequate levels of staffing are maintained, to meet requirements for delivery of services
- Provide ongoing supervision and support to direct reports and other Disability Services team members as needed
- Conduct performance evaluations of direct reports

- Consult with the Manager and HR team on all performance management-related issues at the earliest opportunity
- Manage conflict resolution involving direct service personnel and/or families
- Support direct reports to find resources to required training, as requested

Administration

- Coordinate schedules for direct reports in accordance with Individuals' (Clients') 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 department 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
- Other duties as assigned

Qualifications Required

Education:

- Post Secondary education in social services or related field of study
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Experience:

- Minimum of three years' experience working with Individuals with disabilities
- Minimum of two years' experience supervising others
- Experience working effectively within a remote team

Certification:

- Intervention Record Check and Criminal Record Check with vulnerable sector (no more than 6 months old)
- Current Standard First Aid and Level C CPR certification from an Alberta OHS-approved training agency

Skills:

- Proficiency in Microsoft Suite programs and technology programs including Zoom and Docu-sign
- Excellent interpersonal, and verbal and written communication skills
- Ability to interact positively with a diverse population

Additional Requirements:

- A keen interest in community integration of children and adults with disabilities
- Willingness to complete YWCA Edmonton provided training in /MANDT, Medication Administration, Abuse Prevention & Response, Infectious Disease & Prevention, and WHMIS (within 6 months of start date) as required
- Willingness to complete agency documentation and mandatory training

- A valid Class 5 driver's license, and access to a personal vehicle and \$2 Million Third Party Liability Vehicle insurance

To Apply:

Please submit your cover letter and resume to careers@ywcaedm.org. Please include 'Service Coordinator' in the subject line of the email.

No phone calls please. If you have questions, please email them to the email listed. Only those selected for a prescreen will be contacted

