

## **Employment Opportunity**

### **Lead Service Coordinator, Contracts & Billing; Disability Services**

#### **Full-time Permanent**

#### **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.

#### **Job Summary:**

The Lead Service Coordinator, Contracts & Billing works closely with the Assistant Director, Disability Services to oversee billing, contract administration, and service agreement compliance across the department. This role ensures that services delivered align with funding agreements, contractual obligations, and approved budgets while supporting strong coordination of service frameworks.

This Lead Service Coordinator monitors service utilization, billing accuracy and financial tracking related to service delivery. They provide leadership and guidance to Service Coordinators to ensure documentation, reporting, and service implementation meet organizational standards and funder requirements. This role requires a strong balance of financial oversight, service coordination knowledge, and problem solving. The successful candidate will demonstrate strong organizational and analytical skills, attention to detail, and the ability to manage multiple priorities while maintaining a person-centered approach to service delivery.

#### **Hours of work:**

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:**

##### Billing and Financial Oversight:

- Oversee departmental billing processes to ensure accuracy, completeness, and alignment with service contracts and funding agreements.
- Monitor service utilization and ensure billing reflects services delivered.
- Review billing documentation and service reports to ensure compliance with funder requirements.
- Work closely with the Assistant Director to track service delivery against approved budgets and funding allocations.
- Identify discrepancies, risks, or trends in service utilization and escalate concerns when necessary.
- Support the preparation of financial and service reporting required by funders.

### Contract Administration & Compliance

- Oversee the administration of service agreements and contracts within the Disability Services department.
- Ensure service delivery meets contractual requirements and compliance with Creating Excellence Together (CET) standards.
- Support Service Coordinators in developing service proposals and rationales for service adjustments or modifications.
- Ensure documentation related to service planning, reporting, and contract compliance is accurate and up to date.
- Identify opportunities to improve processes related to service agreements and contract monitoring.

### Service Delivery Leadership

- Provide guidance and support to Service Coordinators in managing complex service situations.
- Ensure service delivery aligns with Individual Service Plans and departmental policies and procedures.
- Support continuous quality improvement in service coordination and documentation practices.
- Assist the Assistant Director in reviewing incident reports and determining follow up actions when required.

### Human Resources Support:

- Support the Assistant Director with hiring, training, supervision, and evaluation of Service Coordinators and department direct service personnel.
- Provide coaching and guidance to Service Coordinators and direct service personnel to strengthen service coordination practices.
- Support the Assistant Director with corrective and disciplinary processes as required.
- Collaborate with the Training and Development Coordinator regarding training needs for department direct service personnel.

### **Authority:**

- Review of all written correspondence sent out by Service Coordinators on behalf of the Disability Services
- Contribute to decisions relating to the Disability Services department's practices and procedures.
- Consult with the Assistant Director on:
  - Budget changes.
  - Proposed changes in program standards or policy.
  - Termination of employees or contractors.
  - Any matter within the Disability Services department which may impact upon the YWCA Edmonton reputation and/or have legal or financial implications.

### **Qualifications Required:**

- Diploma or degree in Social Work, Human Services, Disability Studies, Business Administration, or a related field, or an equivalent combination of education and experience.
- Minimum 3–5 years of experience coordinating service delivery, service agreements or contracts within funded programs.

- Experience with billing processes, financial tracking or contract administration is considered an asset.
- Demonstrated minimum of 3 years supervisory experience managing a diverse team.
- Strong organizational and analytical skills with attention to detail.
- Ability to monitor service utilization and track services against budgets or funding agreements.
- Strong communication, problem solving, and interpersonal skills.
- Ability to manage multiple priorities and maintain professional boundaries.

**Checks & Insurance:**

- Able to provide a clear Criminal Record and Vulnerable Sector Check
- Able to provide a clear Youth Intervention Check
- Valid class 5 Alberta driver's license & abstract; must carry a minimum of \$1 Million in professional liability Insurance (if applicable)

**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, a 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.

**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. This posting will remain open until a suitable candidate is found.**