

Lead Service Coordinator 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 will work closely with the Assistant Director, Disability Services to administer service delivery related to ISPs, contracts, and Service Agreements.

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

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:

To oversee service delivery of the Disability Services department and provide support for the completion and implementation of Individual Service Plans, service contracts, and Service Agreements.

Finance

- Support Assistant Director, with preparation of annual department budget(s).
- Support Assistant Director, to ensure service delivery stays within its approved budgets.

Human Resources Management

- Support Assistant Director with hiring, training, supervision and evaluation of Service Coordinators and department direct service personnel.
- Provide coaching and leadership to assist Service Coordinators and direct service personnel in expanding their capabilities as required by the Assistant Director.
- Provide support for the corrective and disciplinary action of department direct service personnel as required by the Assistant Director.
- Work with Training and Development Coordinator regarding training for department direct service personnel.

Service Delivery Management:

- Ensure service delivery meets contract requirements, compliance with Creating Excellence Together (CET) standards, that department Policies & Procedures are met and followed; provide input for new/revised policies and procedures as required.
- Determine additional supports and implementation to strive for continuous quality improvement in service delivery.
- Support Service Coordinators to develop service proposal rationales and facilitate modification of service delivery when and where appropriate.
- Develop and facilitate implementation of all documentation relating to service planning and reporting.
- Support Assistant Director in overseeing the review of all incident reports, including approving follow-up action and communication.

Authority:

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

Qualifications Required:

- Preferred post-secondary degree in Social Services.
- Minimum of 5 years' experience with Individuals who have physical and/or developmental disabilities.
- Demonstrated 3 years supervisory experience managing a diverse team.
- Experience and knowledge in service planning.
- Experience in group facilitation.
- Effective problem solving and crisis management skills.
- Current Intervention Record Check and Criminal Record Check, with vulnerable sector.
- Valid class 5 Alberta driver's license & abstract.
- \$2 million in professional liability Insurance (if applicable).

Checks & Insurance:

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

To Apply: Please submit your cover letter and resume to careers@ywcaedm.org

