

Employment Opportunity/Job Description

Manager, Service Delivery

1 Year Contract

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 Manager, Service Delivery 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).

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

