



COMMUNITY DISABILITY SERVICES COORDINATOR

New Age Services Inc. was established in January 1991 to provide the highest quality of services to people with Developmental Disabilities in the Calgary Region. Our services are highly individualized and tailored to the needs of each individual. We ensure client needs are met through a strong team approach where the client, guardian, frontline and management staff work together as partners. We offer training and a supportive team environment, competitive wages and benefits.

New Age Services Inc. is looking for a Full Time Coordinator for operational leadership for Residential Community Living Supports and Group Living Supports to individuals with a variety of complexities within our agency. This role is primarily responsible for operational oversight. Key aspects of this role include the development and monitoring of programmatic process and procedure, service monitoring and evaluation, service delivery coordination and intervention, funding proposal development, and community liaison.

Responsibilities:

- Ensure service delivery processes are developed and communicated effectively, and that services are monitored, evaluated and managed in a manner that optimizes opportunities for the individuals being served.
- Ensure that policies, processes and procedures are in place and operating effectively to facilitate staff recruitment, orientation, performance planning, assessment/evaluation, and professional development.
- Provide leadership and support to team leaders, direct service staff and associated administrative staff to facilitate effective staff deployment and service delivery.
- Develop and present comprehensive funding and service delivery proposals relative to the introduction of new or changed services and/or the continuation of existing services,
- Participate in the community to encourage and support community options, bridges and connections.
- Communicate in a professional, timely, accurate and respectful manner with individuals, families, guardians, staff and community representatives.

Qualifications:

- Undergraduate degree in a relevant discipline. Lesser post-secondary education will require verification of registration in a relevant four year degree program.
- 3 years' experience supervisory and management experience.
- In-depth knowledge and understanding of best practice policies, procedures, operational protocols, legislation, professional code of ethics and guidelines, contract terms and conditions.
- Well-developed observation and interpretive skills to support service integration and delivery.
- Effective time and priority management skills, and the ability to balance competing demands/priorities and deal with competing opinions.
- Well-developed understanding of the broader range of community resources available to support the individual's participation and inclusion, and an understanding of how and when they may be accessed.

Please email resume to HR@newageservices.ca quoting the position or you could download your resume through our website: www.newageservices.ca. We thank all applicants for their interest. New Age Services will contact only those who are selected for an interview. We are unable to accept telephone inquiries regarding application updates.

****closing date: November 3, 2017****