ACCREDITATION SPECIALIST

Full-Time | Calgary, Alberta

Who We Are

The Alberta Council of Disability Services (ACDS) is a not-for-profit provincial association of organizations that support people with developmental disabilities or brain injury. We promote quality service delivery in the Community Disability Services (CDS) sector through policy advocacy, training, accreditation, research and sector collaboration, and serve as a trusted link between government and member organizations.

Role Overview

The Accreditation Specialist administers the accreditation process for Alberta's disability-serving organizations and the review teams who evaluate them, in accordance with the Provincial Framework for the Creating Excellence Together (CET) Standards. Working closely with the Accreditation Manager, you will guide organizations and volunteers through accreditation, promote compliance and continuous improvement, and contribute to the ongoing development of the program.

This role suits a results-oriented, highly organized self-starter who works with minimal supervision, uses technology confidently, manages multiple projects efficiently and wants to make a meaningful impact in the disability services sector.

KEY RESPONSIBILITIES

1. Accreditation Management and Support

- Serve as primary liaison for organizations undergoing initial and renewal accreditation, guiding the full cycle to ensure compliance with the CET Standards.
- Coordinate site surveys, including confirming review teams, scheduling, supporting organizational preparation and facilitating communication.
- **Key responsibility:** Help organizations not accredited on their initial survey develop and implement a corrective action plan, leading to successful accreditation through the standard verification process.

2. Support Review Teams

- Recruit, train, evaluate and coordinate qualified contractors and volunteers for each survey, and support them before and during site surveys to ensure a consistent, high-quality process.
- **Major responsibility (approximately 50% of this role):** Review survey reports for alignment with, and correct interpretation of, the CET Standards, working with the Accreditation Manager and review teams to resolve any gaps or inconsistencies before reports are finalized.

3. Program Enhancement and Resource Development

- Contribute to developing and maintaining standards, policies, procedures and survey components.
- Research, develop and distribute accreditation tools, resources and training for organizations, review teams and other stakeholders (government, community and volunteers).

4. Operations Support and Communication

- Maintain effective communication with service providers, clients, families, guardians, staff and community representatives, including regular stakeholder updates.
- Participate in planning meetings and committee work.
- Prepare outcome reports for management and funders, and monitor budgeted project expenditures.

QUALIFICATIONS AND COMPETENCIES

Essential

- Degree in Disability, Social or Human Services or a related field, plus 5-10 years of experience in a community-based disability or social service setting; an equivalent combination of education and experience may be considered.
- Experience in accreditation, evaluation or quality improvement, ideally in the disability services sector.
- Knowledge of services for people with developmental disabilities or acquired brain injury.
- Excellent written and verbal communication skills in English.
- Proficiency with Microsoft 365, database management and records retrieval.

Desirable

- Experience in adult education, public speaking or group facilitation; client and community engagement; and content management systems.

Competencies

- Strong commitment to equity, inclusion and member/customer service.
- Analytical and critical thinker who adapts to change thoughtfully and with integrity.
- Highly organized, with excellent time and project management skills and the ability to manage competing priorities to high standards and deadlines.
- Works independently with minimal supervision and collaborates respectfully in a diverse team.
- Diplomatic, strategic communicator able to navigate complex stakeholder dynamics.
- Able to travel occasionally and work occasional evenings for events.

ACDS offers a highly supportive, equal opportunity work environment. **Salary:** $60,000–$63,000. Email your resume and cover letter to hr@acds.ca with the subject line "Accreditation Specialist." **Deadline: November 27, 2026,** Only candidates selected for an interview will be contacted and will be asked to provide proof of academic credentials. The position will remain open until filled.

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