



## Services Director

Ability Resource Association (known as Ability), in Lethbridge, Alberta, is a charitable non-profit organization that has been supporting the success of people with disabilities since 1953. This service organization is a unique combination of community disability services and social enterprise business operations, with a focus on teamwork, meaningful opportunities, and collective impact. This senior management position is part of a management team that oversees Community Disability Services and Human Resource Management functions of related staffing teams. Ability Resource Association experiences high staff retention rates, provides high-quality client services, and has a strong health & safety program. This position reports to the Executive Director. Please go to [www.abilityresource.ca](http://www.abilityresource.ca) for more information about Ability Resource Association.

Please submit a cover letter and resume to [careers@abilityresource.ca](mailto:careers@abilityresource.ca). Candidates will be screened and interviewed on-going until a suitable candidate is found. Please apply as soon as possible if interested and qualified. Only applicants offered an interview will be contacted.

### Job Responsibilities will include:

- Overseeing and managing of services for people with disabilities
- Supporting the future vision of service development and delivery
- Supervision and support of direct reports
- Developing and administering policies and procedures
- Ensuring organization's practices comply with policies, contracts, and legislation
- Supporting the organization's supervisory staff in hiring, onboarding, and performance management practices
- Coordinating and supporting employees to access training and professional development opportunities
- Building employee morale and promote a positive workplace culture
- Networking and professional representation of the organization
- Developing internal and external communications
- Using data management systems to track and report information
- Ongoing professional development in Community Disability Services and Human Resource Management

### Minimum Qualifications and Attributes:

- Bachelor's or Master's Degree related to Human Services
- Minimum 5 years' experience in a supervisory role providing employee performance management
- Value, respect and support the rights of people of all abilities
- Commitment to diversity, equity, and inclusion principles
- Strong computer skills in Microsoft Office, proficient in Word, Excel and Microsoft 365 applications
- Strong verbal and written communication skills
- Strong interpersonal relations and conflict resolution skills
- Strong attention to detail and accuracy in documentation
- Use of vehicle for work required (multiple worksites in Lethbridge)
- Current Police Information Check with Vulnerable Sector Check, required upon hire

**Bonus Qualifications, Experience, Skills:**

- Supervisory and Leadership education and/or training certificates
- Experience working with Government of Alberta human services funding sources/contracts
- Human Resource Management training and experience

**The Services Director position will offer you:**

- Fulltime permanent position, Monday – Friday, daytime hours with occasional overtime and flexibility required
- Competitive senior management salary, commensurate with qualifications and experience
- Group health & dental benefit plan, including Employee and Family Assistance Program
- Life and Disability Insurance
- RRSP program
- 13 statutory holidays per year, 3 weeks' vacation per year starting, flex days, paid wellness and sick time
- Values-driven organizational culture, supporting the success of people with disabilities
- Work-life balance
- Company cell phone
- Business casual dress

**Job Posting Date: August 30, 2024**