

Parkland Community Living and Supports Society



ON CALL COORDINATOR:

Would you like a challenging opportunity, working in a fast paced, team-oriented environment?

The Company:

Parkland CLASS is a dynamic human services organization with more than 600 employees. Based in Red Deer, we provide culturally responsive and community-inclusive supports to children and adults with developmental disabilities throughout Central Alberta.

The Position:

Our Red Deer office is seeking a skilled and dedicated Crisis On-Call Coordinator to join our Service Management Team. This rewarding role is ideal for an individual with strong problem-solving abilities, excellent communication skills, and the ability to make sound decisions in a dynamic environment.

The Crisis On-Call Coordinator provides after-hours operational support to ensure the continuity, safety, and quality of services across the organization. Working within established policies, procedures, and escalation processes, the incumbent coordinates and supports responses to a variety of situations that may affect service delivery, including staffing shortages, client medical concerns, workplace incidents, and other operational matters requiring timely attention.

The successful candidate will utilize sound judgment, analytical thinking, and effective decision-making skills to assess situations and determine appropriate courses of action. The Coordinator is supported by and works collaboratively with Program Managers, Coordinators, Supervisors, and other members of the Service Management Team when additional consultation or direction is required.

As a key member of the Service Management Team, the Crisis On-Call Coordinator serves as an important resource for frontline employees, helping to maintain consistent service delivery while fostering a safe and supportive environment for employees and the individuals we support.

Responsibilities include, but are limited to:

- Respond to and manage after-hours operational and client-related emergencies.
- Coordinate staffing coverage and service continuity during employee absences, staffing shortages, and unexpected operational disruptions.
- Provide orientation, guidance, and support to staff assigned to unfamiliar services during after-hours shifts, helping to ensure confidence, safety, and continuity of service delivery.
- Provide leadership, guidance, and crisis support during client medical emergencies, behavioural events, and other urgent situations.
- Assess complex situations, identify appropriate actions, and make timely decisions aligned with agency policies, procedures, collective agreement provisions, and best practices.
- Foster effective communication with staff, leadership, families, emergency responders, and community partners.
- Ensure accurate and timely documentation of incidents, actions taken, and follow-up requirements.
- Escalate critical incidents and emerging risks to the Service Management Team as appropriate.

www.parklandclass.org

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- Support continuous improvement initiatives related to crisis response, risk management, and service continuity.
- Collect, monitor, and analyze operational data to identify trends and inform service improvements.
- Maintain strict confidentiality while handling sensitive employee and client information.
- Work collaboratively with the Service Management Team to promote consistent, high-quality service delivery across the organization.

Requirements

- Completion of a post-secondary diploma or degree in Human Services, Social Work, Disability Studies, Health Sciences, or a related field. International credentials must be supported by a recognized International Qualifications Assessment (IQA).
- Minimum three years of experience in human services, healthcare, social services, or a related field.
- Experience working in a group care environment is considered an asset.
- Previous scheduling and/or on-call coordination experience is considered an asset.
- Demonstrated ability to assess complex situations and make sound decisions in a fast-paced environment.
- Strong conflict resolution, crisis management, and problem-solving skills.
- Excellent verbal and written communication skills.
- Proven ability to work independently while fostering effective collaboration within a multidisciplinary team environment.
- Proficiency in Microsoft Office Suite, including Word, Excel, Outlook, and PowerPoint.
- Experience with ShareVision and/or SharePoint is considered an asset.
- Strong organizational and time-management skills, with the ability to manage priorities.
- A satisfactory Police Information Check and Child Intervention Record Check are required as conditions of employment.
- Possession of a valid Class 5 driver's licence and a satisfactory driver's abstract are required. An agency vehicle will be provided for work-related travel.
- Equivalent combinations of education and experience may be considered.

Hours of Work

We are currently recruiting for two (2) positions:

1. (1) Evening/Day positions (2-week rotation: 59 hrs over 2 weeks)
 - a. Week A. Mon-Tue 4pm-11pm, Wed-Fri off, Sat-Sun 8am-8pm
 - b. Week B. Mon-Tue off, Wed-Fri 4pm-11pm, Sat-Sun off
2. (1) Overnight positions (2-week rotation: 69 hrs over 2 weeks)
 - a. Week A. 1 Mon-Tue 11pm-8am, Wed-Fri off, Sat-Sun 8pm-8am
 - b. Week B. Mon-Tue off, Wed-Fri 11pm-8am, Sat-Sun off

These positions operate under a two-week Averaging Agreement in accordance with Alberta Employment Standards. Some scheduling flexibility may be required to meet operational needs.

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Wage:

- \$27.60 - \$29.00 per hour.
- Compensation also includes RRSP & benefits package, including Health, Dental, Vision, Life Insurance, Accidental Death & Dismemberment (AD&D), and Employee-Paid Long-Term Disability (LTD) coverage

Why Apply?

- To join a collaborative and supportive leadership team where you can make a meaningful impact and grow through ongoing learning and professional development opportunities.

Please send a cover letter and resume quoting **Comp # OCCO2026** to:

Fax: 403-986-2404 or E-mail: hr@pclass.org

Job posting will remain active until all positions are filled. We thank all applicants but only those selected for an interview will be contacted.