

Parkland Community Living and Supports Society



PROGRAM MANAGER

Parkland Community Living & Supports Society (Parkland CLASS) is a progressive human services organization that provides a wide range of support to approximately 270 adults and children with disabilities across Central Alberta and the Northwest Territories.

We are currently seeking an experienced and innovative **Program Manager** to join our leadership team and oversee our Adult and Children's Programs. This position offers a unique opportunity to showcase your strategic, operational, and leadership skills within a dynamic and evolving organization.

About the Role

Reporting to the Director of Adult Services, you will play a pivotal role in leading, mentoring, and supporting our coordination and supervisory staff. Your responsibilities will include:

- Overseeing the intake of new service referrals, including assessments, staffing evaluations, risk management, and service plan development.
- Providing training and guidance in residential and community-based services.
- Managing funding negotiations, monitoring service changes, and aligning budgets with service delivery goals.
- Collaborating with key stakeholders to adapt and shape our organization in response to a rapidly changing environment.
- Acting as a member of the On-Call/crisis team, including participation in an afternoon, night, and weekend rotation.
- Managing labor relations in a unionized workplace and ensuring compliance with the collective agreement.
- Investigating and addressing allegations, as well as resolving concerns raised by individuals we serve, guardians, employees, funders, and the public.
- Provide leadership and support to coordinators and frontline team members while working collaboratively with families and foster parents. Responsibilities include assessing individuals' abilities and support needs, fostering skill development, and delivering ongoing training and guidance to foster parents, families, and frontline staff as needed.

You will work closely with Directors, Managers, Coordinators, and Supervisors across all Residential and Community Services to ensure the highest quality of care and support.

What We're Looking For



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We are seeking a seasoned problem solver with strong analytical and critical thinking skills who thrives in a fast-paced, collaborative environment. Key qualifications include:

- A degree/diploma in Human Services or a related field, with several years of experience in program coordination or management.
- In-depth knowledge of government-operated programs and services such as PDD, FSCD, OPG, PPC, NWT, and Nunavut Disability Services.
- Familiarity with funder eligibility requirements and transitional planning procedures.
- Strong interpersonal, leadership, and communication skills, including the ability to mediate and resolve conflicts constructively.
- Advanced proficiency in MS Office (Excel, Word, & Outlook).
- Experience working with vulnerable populations and supporting their development is essential.
- Knowledge of, and experience with, Indigenous cultures and communities would be considered an asset.

As a small but dynamic management team, we lead by example, working closely alongside our staff to address challenges, mentor team members, and foster professional growth.

Hours of Work: 40 hours per week: Monday – Friday, 8am – 4:30pm. However, must be able to work evenings and weekends as required.

Annual Salary: \$71,302

Why Join Parkland CLASS?

We offer:

- A competitive salary.
- Flexible work hours.
- Comprehensive benefits.

This senior leadership role is integral to our success. If you are passionate about creating meaningful change and thrive in a leadership role that combines strategic thinking with hands-on collaboration, we encourage you to apply.

How to Apply: Submit your cover letter and resume, quoting competition #8266ASMG to: **Human Resources** Fax: (403) 986-2404, Email: hr@pclass.org

We thank all applicants but only those selected for an interview will be contacted.