



ADAPTABILITIES
CREATING SUCCESS FOR LIFE

AdaptAbilities is a registered charity that provides an essential service to individuals with special needs and their families. Our unique programs promote positive self-care and well-being, empowering individuals to grow, succeed and belong. We are looking for dedicated professionals who share this vision to join our team. This is an opportunity to make a difference, supporting individuals to be a part of their community.

Family Support Liaison

Purpose

The Family Support Liaison position supports Program Coordinators by working with families, individuals, service providers and other stakeholders to identify appropriate resources. Reporting to the Program Development Manager, this position provides administrative support and liaison services for families. This position is responsible for advocating, recommending support services, identifying and resolving family concerns regarding services.

Key Functions

- Connect new and returning families to additional services within AdaptAbilities.
- Advocate for additional funding and services, and refer families to AdaptAbilities community partners when appropriate.
- Conduct initial intake meetings with individuals and parents to determine needs required in each case.
- Provide support and resources to families and Program Coordinators.
- Communicate and escalate family concerns to Program Coordinators where applicable and expedite customer service.

Qualifications

- Diploma or degree in the human services field preferred, or an equivalent of experience
- 3+ years of experience in the human services field
- 2 years' experience providing short-term case management, facilitating collaborative and individualized service implementation.
- Experience with individuals with complex behaviors
- Ability to connect with children and young adults with special needs and communicate effectively with their families.
- Excellent written and verbal communication skills
- Strong organizational skills and problem solving abilities
- Proven experience in staff scheduling, intake coordination and invoicing
- Clear police information check and intervention record check
- First Aid Certification with CPR, Non-Violent Crisis Intervention, Abuse Prevention and Response Protocol

Working Conditions

This is a fulltime permanent position with a total of 40 hours per week. Flexible days and office hours are Monday- Friday 8:00- 4:30 pm.

Compensation Package

\$47,511- \$55,000. An attractive health and dental benefit package, paid personal days, RRSP matching and Health Spending Account including a two weeks' vacation.

Application Deadline: July 4, 2018. Please email the address below quoting the position title in the subject line: employment@adaptabilities.ca