



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.

Program Coordinator

Purpose

The Program Coordinator is responsible for the coordination of program operation and care of participants, staff and volunteers. Their scope includes comprehensive customer service, internal/external communication and relationship building, as well as adhering to budgets and KPIs, quality assurance and risk management. The Program Coordinator's role is to ensure all team members understand and express AdaptAbilities' core purpose and core values.

Key Functions

- Oversee execution of programs to align with AdaptAbilities vision and values
- Uphold consistently high standards of quality and delivery across programs and services
- Organize, supervise and monitor work-load and performance of the team
- Coordinate completion of referrals, service requests, intakes, registrations and funding
- Liaise with funders, agencies and caseworkers to establish, confirm and clarify funding and support concerns
- Be accountable for all outcomes, administration, reporting, financial, quality assurance and risk management
- Create and contribute to marketing, communications and special events endeavors
- Maintain high levels of customer satisfaction, and staff retention and competence
- Perform other duties as required

Qualifications

- Diploma or degree in human services and/or related field.
- Five or more years' experience in related field
- Two to three-years in a leadership or supervisory role
- Supervised, mentored and coached a team of at least five staff
- Practical experience and theoretical knowledge regarding complex behaviors
- Experience advocating for marginalized people
- Demonstrated proficiency working in the Google platform (Mail and Apps) and the Microsoft Office Suite (Outlook, Word, Excel, etc.)
- Excellent organizational, problem-solving and communication skills
- Valid driver's license and own vehicle
- A shared passion and vision with the organization
- Available to perform/complete duties outside regular hours
- Police Information Check and Intervention Record Check
- Certified in First Aid with CPR and Non Violent Crisis Intervention
- Possess or be willing to obtain Abuse Prevention and Response Protocol, and Medication. Administration and other training as requested

Working Conditions

This full time position is primarily Monday to Friday from 8:00AM – 4:30PM with the flexibility to respond and be available to organizational needs outside of scheduled hours.

Compensation Package

AdaptAbilities offers a competitive salary and an attractive health and dental benefit package, paid personal days, RRSP matching and Health Spending Account including three weeks' vacation.

Deadline: June 14, 2019

E-mail resume quoting position title in the subject line to: employment@adaptabilities.ca

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