

## ADMINISTRATIVE ASSISTANT POSITION DESCRIPTION

**Summary:**

Provides administrative and reception duties.

**Reports to:** Manager - Finance/Administration

**Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Administrative Support:* Process, copy, and distribute written materials; assess, prioritize and complete assigned workloads; operate and maintain office equipment; maintain filing systems; provide knowledge and support to other employees with regard to use of software and equipment; assist with set-up and support for meetings and presentations; monitor and maintain supplies inventory, petty cash accounts and administrative storage areas.

*Reception Support:* Receive, screen, record and announce visitors; receive and manage switchboard calls and telephone inquiries; process and distribute mail; receive payments and prepare daily recaps and bank deposits.

*Team Responsibilities:* Work in cooperation with others to ensure support services are delivered effectively; participate in team meetings and in-services.

*Other Duties:* As assigned.

**Qualifications:**

Completion of 1 year post-secondary education in Office Technology or Administration and a minimum of 1 year experience, or a suitable combination of education and experience. Advanced knowledge of word processing, spreadsheet and presentation programs is required. Must possess strong time management and communication skills and be able to work independently. Must provide a current Police Information Check.

Revised: November 2006

## ASSISTANT MANAGER - SERVICE DELIVERY POSITION DESCRIPTION

### Summary:

Assists with the management, development of and delivery of services provided within a division of the organization.

**Reports to:** Manager - Service Delivery

### Duties:

- Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.
- Agency Planning and Promotion:* Assist with the development of division operational plans; promote the objectives of the agency in a positive and professional manner; liaise with other support organizations on clients' behalf.
- Program Management:* Assist with administration of service-delivery contracts; develop and implement programs and services to meet client needs and the objectives of the division/agency.
- Quality Assurance:* Oversee the development and implementation of Individual Service and Action plans; ensure agency services are delivered in accordance with contract specifications and are consistent with agency policy and procedures; assist with gathering of information with stakeholders for evaluation of services.
- Human Resource Management:* Provide leadership and support to employees to enable effective delivery of services; assist with deployment of resources to effectively deliver services; recruit, hire, supervise, train and evaluate employees; analyze and monitor qualifications, skills, and training of employees.
- Financial Management:* Assist in development and negotiation of funding proposals; assist in monitoring of operating budgets; participate in revenue generation.
- Other Duties:* As assigned.

### Qualifications:

Completion of 2 years post-secondary education in Rehabilitation/Disability Services or other related Human Services, including Social Work. A minimum of 2 years related rehabilitation/disability services experience or a suitable combination of education and experience. Must provide a current Police Information Check. Some or all of the following may be required as a condition of employment: Driver's Abstract, valid Alberta Driver's License, access to a vehicle with proof of \$1,000,000 Liability Insurance, van certification and Intervention Record Check.

Revised: November 2006

## ASSOCIATE EXECUTIVE DIRECTOR POSITION DESCRIPTION

### **Summary:**

Leads and coordinates the development and delivery of Human Services across all divisions of the Agency. This responsibility includes overall service delivery planning, financial management, funding negotiations, and community liaison.

**Reports to:** Executive Director

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Policy Development:* Ensures that policies, procedures and systems are developed and implemented to enable effective delivery of services across the agency, to support overall service delivery organizational performance, and to meet accreditation standards.

*Agency Planning and Promotion:* Participate in the development of agency and operational plans; participate in long-term strategic planning; promote the objectives of the agency in a positive and professional manner; liaise with other organizations on behalf of the agency. Represent the agency and/or the profession on province-wide and other professional/community committees.

*Leadership:* Demonstrate leadership through decision making ability, approachability and responsiveness. Provide leadership and support to Managers. Promote and advocate on behalf of the profession, the agency, agency services, the direct service/support resource team and the individuals supported.

*Human Resources Management:* Ensure that human resource plans are developed and communicated so appropriately qualified staff resources are available when required to meet the organization's strategic mandate and priorities; this includes providing leadership and support to ensure staff have required resources to effectively fulfill their roles. Ensure that recruitment, selection, hiring, training, and development and other human resource processes are followed and operating effectively to support staff attraction, retention, and satisfaction. Provide supervision and support to Service Delivery Managers and other assigned employees.

- Quality Assurance:* Ensure agency services are delivered in accordance with contract specifications in a manner that is consistent with agency policy and procedures, and follow good rehabilitation practices, ethical standards and the agency strategic plan. Gather information with stakeholders for evaluation of services; analyse information gathered to determine the quality of service and to make recommendations for change.
- Revenue Development:* Develop or lead the development and presentation of funding/grant proposals relative to significant organizational priorities and/or services. Negotiate or lead the negotiation of significant funding and other multi-lateral agreements.
- Financial Management:* Oversee the development and monitoring of operating budgets for service delivery divisions. Ensure that financial management of contracts meets funder requirements.
- Program Development:* Develop and coordinate programs and services in accordance with the Society's mandate, strategic and operating plans and in response to community needs.
- Health and Safety:* Oversees the development and implementation of service delivery Health and Safety Policies and Procedures to meet legislation and accreditation standards and to ensure a safe work environment.
- Other Duties:* As assigned.

**Qualifications:**

Graduate degree in Rehabilitation/Disability Services, Social Work or a closely-related Social Science field and minimum of 8 years experience in program management or a suitable combination of education and experience. Good communication and financial skills required. Must provide a current Police Information Check.

Revised: November 2006

## COMMUNITY INCLUSION COORDINATOR POSITION DESCRIPTION

### **Summary:**

Acts as a resource across the agency to service delivery teams to achieve objective of meaningful involvement of persons with disabilities in valued social roles.

**Reports to:** Associate Executive Director

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Agency Promotion and Marketing:* Promote inclusion issues through community involvement; act as a consultant to inclusion issues relating to the organization and its place in the community; connect with community organizations, using the Community Capacity Inventory, to identify appropriate opportunities for involvement, matching the person to the community opportunity; develop and implement inclusion strategies for meaningful involvement of persons with disabilities.

*Client Inclusion Planning:* Work with case managers to develop individual inclusion profiles and plans for persons served; work with supervisory staff of front line teams to develop training and monitoring systems; source leads for inclusion opportunities, establish and secure opportunities which will meet client's plans.

*Placement Liaison:* Develop and deliver community education workshops/seminars to improve opportunities for inclusion of persons with disabilities; act as a consultant to inclusion issues relating to the organization and its place in the community; provide information to the community regarding inclusion issues; build open and constructive relationships in the community; flexibility.

*Reporting/Monitoring:* Work with supervisory staff of front line teams to develop training and monitoring systems to ensure that inclusion profiles and plans are in place and to monitor progress on these plans; keep appropriate documentation for case files relating to this work; provide information to update the Community Capacity Inventory;

*Labour Market Information and Analysis:* Update and maintain inclusion information systems, determine inclusion needs and changing trends of inclusion issues.

*Other Duties:* As assigned.

### **Qualifications:**

Completion of 2 years post-secondary education in Human Services and a minimum of 4 years related experience, or suitable combination of education and experience. Demonstrated involvement in a range of community organizations in the role of volunteer or advocate. Strong oral presentation skills and ability to work independently. Must provide a current Police Information Check. Some or all of the following may be required as a condition of employment: certification in Standard First Aid and CPR - Level B (former Level C), Driver's Abstract, valid Alberta Driver's Licence, access to a vehicle with proof of \$1,000,000 Liability Insurance, van certification.

Revised: February 2007

## COORDINATOR POSITION DESCRIPTION

### **Summary:**

Coordinates a specific area of service delivery.

**Reports to:** Manager - Service Delivery/Assistant Manager

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Case Management:* Prepare and submit monthly narrative reports; conduct client intake and/or referral and caseload management and follow-up; counsel clients individually; ensure completion of appropriate documentation; develop and implement Client Action Plans; assist clients to achieve outcomes in accordance with contract specifications.

*Coordination of Services:* Coordinate resources, internal and external, to ensure training is delivered; liaise with internal/external organizations to meet client needs; facilitate/coordinate training for individuals or groups as required and evaluate to determine need for modification.

*Financial Resources:* Operate within the established budget; provide input for monthly billings and financial reports; maintain accurate records of services delivered and submit according to contract specifications.

*Other Duties:* As assigned.

### **Qualifications:**

Completion of 2 years post-secondary education in Rehabilitation/Disability Services or other related Human Services, including Social Work and willing to take Foundations Training. Minimum of 3 years related experience or a suitable combination of education and experience. Strong written and verbal communication skills are required. Must provide a current Police Information Check. Some or all of the following may be required as a condition of employment: Driver's Abstract, valid Alberta Driver's License, access to a vehicle with proof of \$1,000,000 liability insurance, van certification and Intervention Record Check.

Revised: November 2006

## DISABILITY SERVICE WORKER I POSITION DESCRIPTION

### **Summary:**

Provide personal support to enable individuals to have meaningful community involvement.

**Reports to:** Team Supervisor/Assistant Manager

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Service Delivery:* Participates in development and implementation of clients' General Service Plans and Individual Action Plans; participate in maintaining a safe, clean and comfortable environment.

*Personal Support:* Provide support and instruction, as required, in development of basic life, employment, community, and personal skills of individuals served; provide direct personal care and support in accordance with established policies and procedures, while promoting client independence.

*Documentation:* Maintain appropriate documentation and records.

*Team Responsibilities:* Work relief, overnight, and weekend shifts as required; participate in team meetings and in-services as required.

*Other Duties:* As assigned.

### **Qualifications:**

Completion of Grade 12 and Basic Skills/Foundations Training. Minimum of 3 months related rehabilitation/disability services experience. A suitable combination of education and experience will be considered. Must provide a current Police Information Check, and certification in Standard First Aid and CPR - Level B (former Level C). Some or all of the following may be required as a condition of employment: Driver's Abstract, valid Alberta Driver's License, access to a vehicle with proof of \$1,000,000 Liability Insurance, van certification, and Intervention Record Check.

Revised: February 2007

## DISABILITY SERVICE WORKER II POSITION DESCRIPTION

### **Summary:**

Provide personal support, case management, and skill development to enable individuals to have meaningful community involvement.

**Reports to:** Team Supervisor/Assistant Manager

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Case Management -  
Direct Service Delivery:* Ensure the development, implementation and monitoring of Service Plans for each person served; assist with development of funding proposals for individuals as required; identify and analyze issues of concern and assess the need for intervention; provide personal care and support to clients as required.

*Service Delivery:* Provide training and support in development of basic life, living, community, personal and/or employment skills; provide personal care and support while promoting independence, as applicable; ensure safety and comfort of individuals in their environments. This may include:

- Provide assessments, counseling, employment preparation, and life/living/employment skills training to individuals and/or groups.
- Match client to suitable community placement; assist in the modification of environments to accommodate clients; assess and address health and safety concerns in the environment; provide monitoring and follow-up services.
- Facilitate client socialization and community inclusion; provide advocacy and assistance for self-advocacy; promote socially-valued roles; support clients in daily routines and community settings; provide consultation and support to employers/volunteer organizations.

*Documentation:* Maintain appropriate documentation and client files.

*Other Duties:* As assigned.

### **Qualifications:**

Completion of a 1 year post-secondary education in Rehabilitation/Disability Services Studies or other related Human Services, including Social Work and willing to take Foundations Training. Minimum of 1 year related rehabilitation/disability services experience, or a suitable combination of education and experience. Must provide a current Police Information Check, certifications in Standard First Aid and CPR - Level B (former Level C), Driver's Abstract, valid Alberta Driver's License, access to a vehicle with proof of \$1,000,000 Liability Insurance, and Intervention Record Check. Some or all of the following may be required as a condition of employment: van certification.

Revised: February 2007

## EXECUTIVE ASSISTANT POSITION DESCRIPTION

### **Summary:**

Manages and coordinates executive office activities.

**Reports to:** Executive Director

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Agency Planning and Promotion:* Participate in the development of agency operational policies and procedures; participate in long-term strategic planning; research and development of agency proposals; promote the objectives of the agency in a positive and professional manner; liaise with other organizations, as required.

*Agency Liaison* Provide support to the Executive Director, Associate Executive Director and Management Team in coordination of activities; assist, support and participate in and with inter-departmental teams; act as a resource to Executive, Agency committees and teams; assist in the coordination of Board meetings and activities; assist in the coordination of Management Team meetings and activities.

*Office Management:* Manage Board, Executive and Management Team records; coordinate and organize Executive office functions and activities; process written material; review and distribute documentation as required; assess, prioritize and complete assigned workloads; establish and maintain Board and Executive office filing systems.

*Human Resource Management:* Provide advice and consultation to Senior Managers and Supervisors regarding policy & legislation; act as a resource to Management and Supervisors; assist with research and analysis; recruit, hire, supervise, train and evaluate employees, as required; assist with policy development and administration of human resource policies; analyze and monitor qualifications, skills, and training of employees.

*Other Duties:* As assigned.

### **Qualifications:**

Completion of 2 years post-secondary education in Administration and a minimum of 4 years experience in office administration or a suitable combination of education and experience. Strong written and oral communication skills required. Must provide a current Police Information Check and be eligible to become a Commissioner of Oaths.

Revised: November 2006

## FACILITATOR/INSTRUCTOR POSITION DESCRIPTION

### **Summary:**

Delivers training within the agency and community.

**Reports to:** Manager - Service Delivery/Assistant Manager

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Agency Promotion and Marketing:* Identify potential service delivery needs; promote and market services to community; represent the agency in a variety of community settings.

*Program Planning:* Develop outlines and curriculum in accordance with program objectives; adapt training materials and strategies as required.

*Program Delivery:* Deliver training to individuals/groups within the agency and the community that promote client/employees growth; monitor and evaluate effectiveness of material delivered; effective use of presentation tools and aids; understand and demonstrate a team facilitation approach.

*Reporting/Monitoring:* Communicate appropriately with clients, families, guardians, employees, employers, and community representatives; follow-up with clients as to employment status and satisfaction with services provided; direct clients as to further services, if required; maintain appropriate documentation and records.

*Other Duties:* As assigned.

### **Qualifications:**

Completion of 2 years post-secondary education in Rehabilitation/Disability Services or 2 years post-secondary education in Social Sciences or Education and a minimum of 1 year related experience, or a suitable combination of education and experience. Must provide a current Police Information Check. Some or all of the following may be required as a condition of employment: certifications in Standard First Aid and CPR - Level B (former Level C), Driver's Abstract, valid Alberta Driver's License, access to a vehicle with proof of \$1,000,000 Liability Insurance, and van certification.

Revised: February 2007

## FINANCE ASSISTANT POSITION DESCRIPTION

**Summary:**

Assists with the organizational financial plans.

**Reports to:** Manager of Finance/Administration

**Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Agency Planning and Promotion:* Assist with the development and management of operating budgets in accordance with agency policies; assist in the development of financial policies and procedures; promote the objectives of the agency in a positive and professional manner; liaise with customers, vendors and other business contacts of the organization.

*Financial & Asset Management:* Assist with the maintenance of financial records according to generally accepted accounting principles; assist with facilitation of maintenance of all facilities, equipment, agency vehicles, and information technology systems; provide financial administration assistance in the accounts receivable/payable and general ledger areas; record, analyze, and process information relating to accounts receivable and payable; prepare required summaries and reports; verify accuracy of documents and records relating to financial transactions; maintain, distribute, and file appropriate documentation and records.

*Human Resource Management:* Provide leadership and support to employees to enable effective delivery of services; assists Manager to ensure all employees have required resources to effectively perform their duties.

*Information Management:* Assist the Manager to oversee and manage all aspects of the financial reporting systems of the agency; provide support and information to Managers/Supervisors regarding financial issues/concerns, trends, and implications; assists with ensuring technical information and computer systems are kept current; provide back up for processing payroll information and benefits administration.

*Other Duties:* As assigned.

**Qualifications:**

Completion of 2 years post-secondary education in Accounting and a minimum of 4 years experience in accounting and payroll or a suitable combination of education and experience. Proficiency in word processing, spreadsheet and computerized financial and payroll systems required. Must provide a current Police Information Check and must be bondable.

Revised: November 2006

## HUMAN RESOURCES RECRUITMENT OFFICER POSITION DESCRIPTION

### **Summary:**

Coordinates the agency recruitment and selection process.

**Reports to:** Manager - Service Delivery

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Human Resources Planning and Promotion:* Participate in the development of agency human resources policies and procedures; participate in human resource strategic planning; promote the objectives of the agency in a positive and professional manner; liaise with other organizations, as required; member of Human Resources Team.

*Agency Liaison:* Communicate with Managers/Supervisors, employees and applicants; advise in agency procedure matters; assist internal employees with transfer requests; respond to information requests about job opportunities with the agency.

*Recruitment and Selection:* Screen applications; schedule and coordinate recruitment interviews; assist Managers/Supervisors in interview process; conduct reference checks; ensure recruitment processes are fair; arrange sign-on appointments for new employees; conduct employee exit and satisfaction interviews, as required; assist in planning, developing, implementing and evaluating recruitment and selection processes.

*Reporting and Documentation:* Prepare documentation to initiate employment contract; maintain accurate records of selection processes; submit statistical information as required; maintain accurate filing systems; assist in the development of external advertisements for the newspaper.

*Other Duties:* Other duties as assigned.

### **Qualifications:**

Completion of 2 years post-secondary studies in human resources management and a minimum of 2 years experience in human resources discipline or a suitable combination of education and experience. Must provide a current Police Information Check.

Revised: November 2006

## JOB DEVELOPER POSITION DESCRIPTION

### **Summary:**

Promotes, markets, and maintains work experience, volunteer, and employment placements in the community.

**Reports to:** Assistant Manager

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Agency Promotion and Marketing:* Promotion of agency through community involvement including service clubs, organizations, businesses and community events; develop working relationship with employers and human resource departments throughout cold calls, referrals, and community involvement; develop and implement marketing plans for job site placements.

*Client Placement Planning:* Participate in pre-placement planning with relevant team members and support employees including information gathering, assessment and evaluation; job search assistance including job leads and arranging interviews; establish and secure placement opportunities which will meet client's needs.

*Placement Liaison:* Inform and educate employers regarding placement options; establish appropriate client/employer relationships by seeking out natural supports at the placement site; provide information to the community regarding volunteer, supported, and/or competitive employment; provide on-site support to clients and employers as required; assist employers in the modification of jobs and/or work sites to accommodate clients; build open and constructive relationships with the business community; flexibility.

*Reporting/Monitoring:* Promote ongoing success of placement through follow-up support; communicate openly with team members supporting the individual to relay pertinent information; maintain appropriate documentation and records including placement contracts, and client and employee information.

*Labour Market Information and Analysis:* Research and understand businesses to meet their staffing/labour needs; update and maintain labour information systems; determine labour needs and changing trends of community businesses and conditions of employment.

*Other Duties:* As assigned.

**Qualifications:**

Completion of 2 years post-secondary education in Public Relations, preferable in Community and Education, or Public Relations, and willing to take Foundations Training. A minimum of 3 years related public relations experience or a suitable combination of education and experience. Excellent oral and written communication skills are required and previous sales/marketing experience is an asset. Must provide a current Police Information Check. Some or all of the following may be required as a condition of employment: certifications in Standard First Aid and CPR - Level B (former Level C), Driver's Abstract, valid Alberta Driver's License, access to a vehicle with proof of \$1,000,000 Liability Insurance, van certification.

Revised: February 2007

## MANAGER - FINANCE/ADMINISTRATION POSITION DESCRIPTION

### Summary:

Manages the organization's financial plans, policies and accounting practices and administrative functions.

**Reports to:** Executive Director

### Duties:

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Agency Planning and Promotion:* As a member of the Management Team, develop and manage operating budgets in accordance with agency policies and management and Board directives; participate in long-term strategic planning; develop financial policies and procedures; promote the objectives of the agency in a positive and professional manner; liaise with funding bodies and other community organizations.

*Asset Management:* Oversee the maintenance of financial records according to generally accepted accounting principles; monitor business transactions and contractual agreements to ensure compliance with established principles; safeguard agency assets; oversee the maintenance of all facilities, equipment, agency vehicles, and information technology systems; source purchase and repair of capital assets.

*Human Resource Management:* Provide leadership and support to employees to effectively provide financial and administrative supports to the agency; ensure employees have required resources to effectively provide financial and administrative supports to the agency; recruit, hire, supervise, train and evaluate employees; analyze and monitor qualifications, skills, and training of employees.

*Information Management:* Oversee and manage all aspects of the financial reporting systems of the agency; oversee and manage payroll, human resource and client information systems; provide support and information to Management Team regarding financial issues/concerns, trends, and implications; ensure technical information and computer systems are kept current.

*Administration Management:* Oversee and manage all aspects of administrative support systems for the agency.

*Other Duties:* As assigned.

### Qualifications:

CGA, CMA, CA preferred and minimum of 6 years post designation experience or a suitable combination of education and experience. Must provide a current Police Information Check. Some or all of the following may be required as a condition of employment: Driver's Abstract and valid Alberta Driver's License. Must be bondable and eligible to become a Commissioner of Oaths.

Revised: October 2006

## MANAGER - SERVICE DELIVERY POSITION DESCRIPTION

### Summary:

Manages the development and delivery of services provided within a division of the organization.

**Reports to:** Associate Executive Director

### Duties:

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Agency Planning and Promotion:* As a member of the Management Team, develop division operational plans; participate in long-term strategic planning; promote the objectives of the agency in a positive and professional manner; liaise with other support organizations on clients' behalf.

*Program Management:* Administer service-delivery contracts; develop and implement programs and services to meet client needs and the objectives of the division/agency.

*Quality Assurance:* Oversee the development and implementation of services to clients; ensure agency services are delivered in accordance with contract specifications and are consistent with agency policy and procedures; gather information with stakeholders for evaluation of services; analyze information gathered to determine the quality of service and to make recommendations for change.

*Human Resource Management:* Provide leadership and support to employees to enable effective delivery of services; ensure employees have required resources to effectively deliver services; recruit, hire, supervise, train and evaluate employees; analyze and monitor qualifications, skills, and training of employees.

*Financial Management:* Develop and negotiate funding proposals for services within the division; develop and monitor operating budgets; participate in revenue generation.

*Other Duties:* As assigned.

### Qualifications:

Completion of 3 years post-secondary education in Rehabilitation/Disability Services or other related Human Services, including Social Work. Minimum of 4 years related rehabilitation/disability services experience or a suitable combination of education and experience. Must provide a current Police Information Check. Some or all of the following may be required as a condition of employment: Driver's Abstract, valid Alberta Driver's License, access to a vehicle with proof of \$1,000,000 Liability Insurance, van certification and Intervention Record Check.

Revised: November 2006

## OPERATIONS SUPERVISOR POSITION DESCRIPTION

### Summary:

Supervises and manages commercial operation.

**Reports to:** Commercial Operations Manager/Executive Director

### Duties:

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Operation Management and Agency Planning and Promotion* :: Develop short and long term plans for operation; ensure building and equipment are properly maintained; ensure health and safety procedures are followed; maintain appropriate documentation and records; ensure operations are consistent with agency policy and procedures; promote the objectives of the agency in a positive and professional manner.

*Human Resource Management:* Provide leadership and support to employees to enable effective operations; ensure employees have required resources; develop and monitor human resource plans; recruit, hire, supervise, train and evaluate employees; analyze and monitor qualifications, skills, and training of employees.

*Financial Management:* Assist with the development and monitoring of operating budgets; participate in revenue generation.

*Other Duties:* As assigned.

### Qualifications:

Completion of 1 to 2 years post-secondary education and a minimum of 4 years related experience or a suitable combination of education and experience. Must provide a current Police Information Check. May be required to provide a Intervention Record Check. If required to transport clients a Driver's Abstract and valid Alberta Driver's License is required. Access to a vehicle, proof of \$1,000,000 Liability Insurance to transport clients and Van Certification may be required.

Revised: October 2006

## PAYROLL BENEFITS ADMINISTRATOR POSITION DESCRIPTION

### **Summary:**

Coordinates the day-to-day operations of human resources payroll and benefits programs.

**Reports to:** Manager - Finance/Administration

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Human Resources Planning and Promotion:* Participate in the development of agency human resources policies and procedures; participate in human resource strategic planning; promote the objectives of the agency in a positive and professional manner; liaise with other organizations, as required; member of Human Resources Team.

*Agency Liaison:* Respond to employee requests for payroll and benefits information; liaise with benefits carriers, and employees; assist with development, implementation and maintenance of payroll and benefits software; assist with development, of employment program applications; assist employees with enrollment into agency benefit programs; assist in planning, developing and evaluating programs relating to compensation and benefits.

*Payroll and Benefits:* Supervise time-sheet and data input into human resources system; administer employee benefit programs and self-administered Health Spending Account; process payroll and payments for employees and contractors; verify authorization and information on employee status changes; activate employees changes in accordance with contracts, agency policy, and appropriate legislation; reconcile accounts for year-end financial audit

*Reporting and Documentation:* Ensure compliance with applicable legislation in all aspects of payroll remittances and reporting; submit legislated payroll and benefits documentation as required; balance and remit payroll remittances relating to mandatory and optional benefit programs, and prepare ;payroll journal entries for general ledger entry; maintain confidential human resource records; assist with development of payroll and benefit reporting; assist with information to complete surveys and statistical reporting.

*Other Duties:* Other duties as assigned.

### **Qualifications:**

Completion of 2 years post-secondary studies in human resources management and a minimum of 4 years experience in human resources discipline or a suitable combination of education and experience. Must provide a current Police Information Check.

Revised: October 2006

## PRODUCTION FOREMAN POSITION DESCRIPTION

**Summary:**

Coordinates production activities within a commercial operation.

**Reports to:** Operations Supervisor

**Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Production Activities:* Direct and supervise tasks required in the production area which may include: maintenance; production-oriented tasks, and/or pickup and deliveries; complete required documentation and reports in accordance with established policies and procedures; report any equipment and/or facility maintenance concerns.

*Human Resources:* Assist with scheduling of employees and/or production meetings as required; assist with employee scheduling; assist with the development of human resource plans as required; assist with evaluation, recruitment, hiring and training of employees as required; analyze and monitor qualifications, skills, and training of employees, as required.

*Financial Resources:* Assist with the development of budgets as required; assist with product pricing and marketing as required.

*Other Duties:* As assigned.

**Qualifications:**

Completion of Grade 12. Minimum of 2 years experience in the supervision of warehouse operations and safe operation of warehouse machinery, or a suitable combination of education and experience. Supervisory, good organizational and communication skills are required. Must be a team player. Must provide a current Police Information Check, Driver's Abstract, valid Alberta Driver's License, and certifications in Standard First Aid, CPR - Level B (former Level C) and WHIMS. Current air brake endorsements, Van Certification and Foundations Training or equivalent may be required.

Revised: February 2007

## PRODUCTION WORKER I POSITION DESCRIPTION

### **Summary:**

Performs production activities within an operation.

**Reports to:** Operations Supervisor/Team Supervisor

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Production Activities:* Carry out assigned tasks which may include: production-oriented tasks, customer service, maintenance; cash handling; and housekeeping, as required.

*Documentation/Reporting:* Complete documentation and reports in accordance with established policies and procedures as required; report equipment and/or facility maintenance requirements.

*Team Approach:* Attend employee and/or production meetings as required.

*Other Duties:* As assigned.

### **Qualifications:**

No experience required. Must possess appropriate communication and organizational skills. Ability to meet deadlines, and ability to assess detail are assets. Must provide a current Police Information Check. Standard First Aid, CPR - Level B (former Level C), and WHIMS certifications may be required.

Revised: February 2007

## PRODUCTION WORKER II POSITION DESCRIPTION

### **Summary:**

Performs production activities, including operation of equipment and standard vehicles within a commercial operation.

**Reports to:** Operations Supervisor/Manager

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Equipment Operations:* Operation of equipment and vehicles which may include in-plant motorized equipment, tools, and other equipment as required; operation of vehicles requiring Class 5 licence.

*Production Activities:* Carry out and lead production tasks which may include: production-oriented tasks, customer service, maintenance; cash handling; and housekeeping, as required.

*Documentation/Reporting:* Complete required documentation and reports in accordance with established policies and procedures; report equipment, vehicle and/or facility maintenance needs; complete site, equipment and/or vehicle inspections.

*Team Approach:* Attend employee and/or production meetings as required; assist with supervision of employees, if required.

*Other Duties:* As assigned.

### **Qualifications:**

A minimum of 3 to 6 months experience in warehouse operations and safe operation of warehouse machinery and vehicles. Ability to meet deadlines and ability to assess details an asset. Must possess good organizational and communications skills and be a team player. Must provide a current Police Information Check. Some or all of the following may be required as a condition of employment: Driver's Abstract, valid Alberta Driver's License - Class 5, certifications in Standard First Aid, CPR - Level B (former Level C) and WHMIS and Van Certification.

Revised: February 2007

## PRODUCTION WORKER III POSITION DESCRIPTION

### Summary:

Performs production activities, including operation of industrial vehicles and/or equipment within a commercial operation.

**Reports to:** Operations Supervisor

### Duties:

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Equipment Operations:* Operation of vehicles requiring Class 3 licence with air brake endorsement; operation of equipment and vehicles which may include in-plant motorized equipment, tools, and other equipment as required; operation of vehicles requiring Class 5 licence; assist with equipment, vehicle and/or facility maintenance as required.

*Production Activities:* Carry out and assist with production tasks, as required.

*Documentation/Reporting:* Complete required documentation and reports in accordance with established policies and procedures; report and assist with equipment and/or facility maintenance; complete site, equipment and/or vehicle inspections.

*Team Approach:* Attend employee and/or production meetings as required; assist with supervision of employees, if required.

*Other Duties:* As assigned.

### Qualifications:

A minimum of 3 to 6 months driving experience and safe operations of warehouse machinery and vehicles. Must possess good organizational and communications skills, be a team player and be able to work unsupervised with the ability to make decisions in an independent manner. Ability to meet deadlines and an eye for details an asset. Must provide a current Police Information Check, Driver's Abstract, valid Alberta Driver's License- Class 3 with air brake endorsement. Some or all of the following may be required as a condition of employment: Certifications in Standard First Aid, CPR - Level B (former Level C), WHMIS and Van Certification.

Revised: February 2007

## SERVICE DELIVERY ADVISOR POSITION DESCRIPTION

### **Summary:**

Assists in the development, delivery and administration of services within a division of the organization.

**Reports to:** Manager - Service Delivery

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Coordination of Services:* Coordinate resources, internal and external, to ensure effective relations within and outside the agency; liaise with internal/external organizations regarding referrals; participate in team meetings and in-services as required; coordinate training for individuals or groups as required; assist with maintenance of service delivery information management systems.

*Administration Support:* Prepare and submit monthly reports; ensure completion of appropriate documentation; assist in the development and implementation of Individual Service Delivery and Action Plans; assist with service delivery intake and/or referral and caseload management and follow-up; assist with the timely development and administration of funding proposals.

*Human Resources:* Assist in matters relating to supervision and evaluation of employees as required; provide support for employees in effective delivery of services; assist with human resource activities, as required.

*Financial Resources:* Provide information for monthly billings and financial reports; maintain accurate records of services delivered and submit according to contract specifications; assist with data gathering for budget preparation and service delivery reporting needs.

*Other Duties:* As assigned.

### **Qualifications:**

Completion of 1 year post-secondary education in Human Services or Administration and a minimum of 2 years experience in the field of Human Services or a suitable combination of education and experience and willing to take Foundations Training. Proficient in the use of word processors and spreadsheet programs. Must possess strong time management and communication skills and be able to work independently. Must provide a current Police Information Check. Valid Alberta Driver's Licence, access to a vehicle, Intervention Record Check, and Van certification may be required.

Revised: October 2006

## TEAM SUPERVISOR POSITION DESCRIPTION

### **Summary:**

Provides supervision, training and support for a direct service team, as well as direct case management and service delivery.

**Reports to:** Manager - Service Delivery/Assistant Manager

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Agency Planning and Promotion:* Represent the agency in the community; promote the objectives of the agency in a positive and professional manner; liaise with other support organizations on clients' behalf.

*Case Management - Indirect Service Delivery:* Ensure agency policies and procedures are followed in regards to area of responsibility; provide leadership and support to other team members with regard to case management issues; address client needs.

*Case Management - Direct Service Delivery:* Ensure the development, implementation and monitoring of Service Plans for each person served; assist with the development of funding proposals for individuals as required; identify and analyze issues of concern and assess the need for intervention; provide personal care and support to clients as required.

*Human Resource :* Participate in development of human resource plans; recruit, hire, supervise, orientate, train, and evaluate employees; facilitate employee in-services, employee communication, and employee meetings; maintain appropriate documentation and records and ensure they are submitted in a timely fashion; communicate effectively with management regarding human resource issues; plan, prioritize, and monitor employee activities to ensure provision of quality services; analyze and monitor qualifications, skills, and training of employees.

*Financial Resources:* Participate in budget development and monitoring to ensure adherence to contract specifications and budget guidelines.

*Other Duties:* As assigned.

### **Qualifications:**

Completion of 1 year post-secondary education in Rehabilitation/Disability Services or other related human services, including Social Work and willing to take Foundations Training. Minimum of 3 years related rehabilitation/disability services experience, or a suitable combination of education and experience. Must provide a current Police Information Check, certifications in Standard First Aid and CPR - Level B (former Level C), Driver's Abstract, valid Alberta Driver's License, access to a vehicle with proof of \$1,000,000 Liability Insurance and van certification. Some or all of the following may be required as a condition of employment: Intervention Record Check.

Revised: February 2007

## VOCATIONAL EVALUATOR POSITION DESCRIPTION

### **Summary:**

Determines the vocational needs, aptitudes, and interests of the client through vocational assessment.

**Reports to:** Manager - Service Delivery/Assistant Manager

### **Duties:**

*Attitude and Application:* Carries out the job duties in a manner which demonstrates: good communication skills, effective time management, respect for others, appearance and conduct which meets established agency standards, initiative and enthusiasm.

*Service Delivery:* Interview clients to exchange information, establish rapport, and determine needs; assign paperwork to complete; discover relevant background information through discussion and questionnaires; provide assessment results to determine next step.

*Assessment/Evaluation:* Interview clients to exchange information, establish rapport, and determine needs; administer paper-pencil tests, computer exercises and work samples; clearly explain and demonstrate testing procedure and expectations to client; record observations; ensure accurate documentation of results; ensure vocational evaluation skills are maintained at industry standards; score and interpret results to generate a report summarizing results and providing a list of suitable career options; use scoring devices to score tests and inventories and interpret results; recognize client's interests and skills in conjunction with labour market information to generate job lists.

*Case Management:* Communicate and maintain a positive working relationship with referral sources; inform as to client's attendance; share relevant information; send reports when complete; present information assessment to case conferences, interested parties, agencies, schools, etc.

*Other Duties:* As assigned.

### **Qualifications:**

Completion of post-secondary degree in Rehabilitation/Disability Services, Social Sciences, or Education Services. Minimum of 2 years related experience, or a suitable combination of education and experience. Highly developed written communication skills required. Must provide a current Police Information Check.

Revised: November 2006