



JOB POSTING

Position: Client Services Coordinator

Position Type: Permanent

Duration: 37.5 hours per week

Department: Client Services

Closing Date: October 5, 2017

PURPOSE:

To role model the mission - “DDRC promotes awareness and supports communities to include persons with developmental disabilities, thereby strengthening communities for all citizens.” To provide excellent customer service to both internal and external clients in support of people with developmental disabilities being seen as contributing members of society. To be a conduit of information; to provide assessment and support services to individual clients, their families and the community at large.

Leadership:

- Provide leadership by coaching, mentoring and communicating with families, clients and internal staff on a daily or as-needed basis; provide information to support their ability to meet their needs effectively
- Act as a resource for relevant policies, procedures, legislation, service protocols as well as ethical codes and guidelines as it pertains to their caseload
- Ensure honest, open, timely and accurate communication at all times to promote transparent leadership and ensure all team members are kept up to date with relevant information
- Liaise with clients, DDRC staff and external agencies, partners and businesses while maintaining a customer service-oriented environment
- Provide exceptional customer service and demonstrate professional attitude with all stakeholders
- Assist, support and encourage individuals to advocate on their own behalf, when appropriate and necessary, to have their needs met; and, when appropriate, assisting and supporting the individual’s desires, aspirations and life choices through interaction and advocacy within the social network

Key Responsibilities:

- Ensure complete tracking and implementation of the client referral process
- Make effective recommendations on client support and the services offered by the DDRC
- Provide recommendations on client assessments and/or refer a client for a specialized assessment or external resources as appropriate to the Team Leader, CS
- Attend and lead off-site meetings with clients, families and/or guardians as required
- Monitor and update electronic client files on an ongoing basis in Share Vision

JOB POSTING

- Complete all paperwork on time and accurately
- Coordinate clients' hours, schedules with employees vacation time, leaves of absence, bereavement leave, sick leave, etc. to manage scheduling and coverage
- Monitor and adjust schedules on a daily basis to ensure compliance with OHS and for leave of absences
- Notify appropriate stakeholders when client absent from service and implement appropriate protocol to re-enter into service
- Review and track timesheets, mileage and other expense claims to client services delivered and submit reviewed documents to Team Leaders for approval
- Collate Positive Behaviour tracking and baseline tracking documents to provide report to Team Leaders and PBS Coordinator
- Must be highly knowledgeable of all DDRC programs and services
- Must remain knowledgeable of all community resources and referral options
- Determine and prioritize requests and mandatory training needs of employees and clients to attend workshops or courses
- Schedule employees and clients who require workshops or courses, notify Team Leaders of registration and completion of workshops or courses
- Perform all other duties assigned by the Team Leader, Client Services

Professional Development and Training:

- Take accountability to ensure all mandatory certifications and training are kept current
- Attend all required meetings and planning sessions as requested; accountable for seeking information if absent from meeting
- Participate in agency promotion events, client and family service fairs and in transitioning seminars from children to adulthood

Education/Professional Certifications:

- Minimum two (2) years Disability studies and/or Project Management Diploma or equivalent education

Experience:

- Ability to function effectively in ambiguous or chaotic situations
- Related experience dealing with family and community relationships
- Recognized as possessing a level of professionalism beyond reproach

Mandatory Competencies:

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| • Superior customer service skills | • Proficient in computer systems and programs |
| • Critical thinking/Problem solving | • Excellent verbal and written communication |
| • Conflict resolution | • Flexibility |
| • Time management | • Team Work |



JOB POSTING

Personal Qualities:

- Demonstrated values consistent with the DDRC mission
- Able to work independently and as part of a multi service team
- Professional / articulate communication – verbal, written, listening, two-way feedback

Please submit your resume and cover letter to: employment@ddrc.ca citing "DDRC-17-24W-Client Services Coordinator" in the subject line.

DDRC is an equal opportunity employer. We thank all candidates for their interest. Only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.