



**Position:** Service Coordinator – Laurel Behaviour Support Services

**Position Type:** Full Time Permanent

**Location:** Burnaby, BC

**Compensation:** Starting at \$65,617.50 with benefits after 6 months

**Schedule:** 37.5 hours a week

**Start date:** As soon as possible

About *posAbilities*:

*posAbilities* assists individuals with developmental disabilities to lead meaningful and healthy lives. We accomplish this by partnering with local communities to provide a comprehensive range of person- centred services for individuals and the families who care for them. Our organization is a place where inclusion, diversity, equity and accessibility are integral to our culture and operations. We thrive to help our employees experience joy, meaning and beauty at work. They have more opportunities to be creative and autonomous, living life doing what they love.

Laurel Behavior Support Services (LBSS), a service offered by *posAbilities*, is a home-based consultation service that develops individualized programs based on the science of Applied Behaviour Analysis to individuals diagnosed with Autism Spectrum Disorder (ASD).

LBSS is currently looking for a qualified Service Coordinator to join their team.

## **MANDATE**

- To ensure that services provided by the Laurel programs meet the overall direction, goals, objectives and outcomes identified by the organization.

About YOU:

## **EDUCATION AND QUALIFICATIONS**

- An undergraduate degree in social work, psychology or a related discipline.
- Strong working knowledge of computer software Microsoft Word and Excel

- Knowledge of disability services
- Previous administrative experience and program management experience with demonstrated planning, organizing, controlling, and administrative skills.
- A strong commitment to the philosophy of people with challenges living and working in the community

## **JOB SKILLS AND ABILITIES**

- Excellent oral, written, facilitation, and interpersonal communication skills.
- Demonstrated ability to communicate and liaise with families and professionals.
- Demonstrated abilities in teamwork, self-initiative, patience, maturity, and tact.
- Adaptability and flexibility, ability to act decisively and proactively in a wide variety of situations.
- Commitment to the agency's Code of Ethics, Statement of Principles, and Mission Statement.
- Working knowledge of information technology and financial management.
- Excellent organizational skills, time management skills, and general management skills.
- Working knowledge of Government legislation/policy and other government frameworks and systems related to behavioural support services.
- Knowledge of local communities' resources and services.
- Criminal Record Check for Children and Vulnerable Adults - clearance.

## **HOURS OF WORK**

The Service Coordinator is expected to work a flexible schedule of 37.5 hours per week. He/she must be able to work occasional evenings and/or weekends. The majority of the work will take place Monday to Friday 9am and 5pm with occasional in person meetings.

## **KEY RESPONSIBILITIES**

- **Processes referrals received by CLBC, Ministry officials and private families:** Receives referrals, prepares intake information, checks capacity of consultants, assigns consultants caseload as appropriate, and makes initial contact with families.
- **Monitor contract usage across CLBC and MCFD contracts:** Process client discharges received from consultants and request referrals in a timely manner from our liaisons in MCFD and CLBC based on contract capacity.
- **Processes client discharges received from Consultants:** Receives discharges, follows process for discharges, notifies appropriate referral agency of upcoming discharges.
- **Performs administrative duties related to training new staff and providing feedback:** Conducts administrative orientation, provides administrative feedback for evaluations
- **Processes month-end data submitted by consultants for payroll:** Review time sheets and consultant expenses, process invoices (internal and external), and monitor private contracts and renewals where applicable.

- **Ensures effective, efficient and satisfactory service delivery to families and individuals served: Distributes consumer satisfaction surveys with families served:** Gather data on performance management indicators; assist with conformance to CARF accreditation standards and risk assessment measures; contribute to staff meetings to review gaps and provide updates.
- **Liaises with other community organizations:** May represent the organization at a professional and community level (e.g., committees) and participate in the organization's special events; assists with the drafting and reviewing of promotional materials; maintains current knowledge of developments in his/her area of responsibility.
- **Audits financial information:** Review financial statements and budgets to ensure the service is efficient and healthy. Prepares or contributes to the development of reports related to contractual obligations. Inputs data in a timely manner and ensures that it is accurate and current.
- **Quarterly updates to stakeholders:** The service coordinator gathers service updates on the children/adults from consultants. Coordinates with Clinical Supervisors to ensure data is complete and accurate: shares contract usage summary and case updates with our liaison during quarterly meetings.
- **Performs other related duties as required.** Organizes team meetings and prepares materials; May be asked to participate in the program's special projects.
- **Provides support for the development of the program:** This may include a variety of tasks, such as providing data needed for grants, supporting consultants to deliver groups (recruitment, registration, and other logistical support)
- Abides by the agency's policies, processes and Code of Ethics.

## **ADDITIONAL INFORMATION**

This position requires the ability to function independently and managing multiple concurrent projects and deadlines. Program delivery requires a moderate level of physical fitness to effectively carry out the duties of the position.

YOUR Application:

Please apply with your resume via our website at [www.posAbilities.ca/careers](http://www.posAbilities.ca/careers) or via email at [careers@posAbilities.ca](mailto:careers@posAbilities.ca) .

At **posAbilities** we are committed to fostering an inclusive workplace environment, and we actively seek to identify, eliminate and prevent barriers to employment, including those that may be within our hiring process.

We recognize that individuals may require accommodations to fully participate in our hiring process. If you need assistance or accommodation at any stage of the process, please feel free to reach out to us at [careers@posabilities.ca](mailto:careers@posabilities.ca) for further assistance.

