



## Job Posting

# Complex Support Needs Program Manager

### **REDI**ives

Competition#: 20180410

REDIives is presently seeking a permanent, full time, Complex Support Needs Program Manager. Reporting to the Executive Director, the Program Manager is responsible for the coordination, management and continuity of the REDI Enterprises supported living residential services' (REDIives) – complex behavioural needs program and services. The Program Manager will also coordinate with the Service Supervisors and support staff with respect to scheduling, delegation, logistics and budgeting to ensure the successful facilitation of the REDIives Complex Needs Program.

### **Responsibilities**

- Focusing on the multidisciplinary service supports of clients.
- Oversee person centred planning and relevant outcome and goal development.
- Oversee the data tracking for program records.
- Prepare accurate and timely reports for Board, Executive Director, funders and others (as required).
- Ensure participation in all quality assurance, quality improvement and health and safety program activities.
- Oversee multi-stakeholder individual service planning that focusses on outcomes and goals.
- Coordinates transition of support from one support setting to another.
- Oversee the development, implementation and monitoring of the planned responses.
- Supervise protocols ensuring compliance with the Agency's policies and procedures, CET and legislated requirements.
- Create and implement standard operating procedures.
- Manage and lead individual employee and team performance.
- Ensure all program employees are oriented, trained, onboarded and associated probationary periods are monitored.
- Facilitate conflict resolution in teams.
- Maintains staffing patterns, overseeing schedules to determined ratio in collaboration with HR and Scheduler, to provide effective support, safety and security for staff and clients.

### **Skills**

- Professionalism and tactfulness.
- Demonstrated knowledge of the community and social programs.
- Preparing and evaluating budgets.
- Accounting and financial management experience considered an asset.
- Ability to interpret and effectively manage multiple and competing priorities and deadlines.
- Proven ability to organize, evaluate, communicate and present information, both verbally and written.
- Demonstrated time management and project management skills.

### **Qualifications**

- University degree in Social Work, Psychology, Medicine or related discipline.
- Minimum 5-7 years' experience as a Program or Project Manager preferred.
- Comprehensive knowledge and experience in the development, planning and implementation of programs within a multi-disciplinary team environment.
- Comprehensive knowledge of mental health and complex needs services and advanced expertise in crisis intervention and behavioural and mental health assessments
- Minimum 2 years of management or leadership experience is required.
- Minimum 2 years of experience in program development with adults or adolescents who have developmental disabilities is preferred.
- Positive Behaviour Supports Level 2 required.
- Intermediate – advanced knowledge of Microsoft Office (Word, Excel, Outlook, Power Point).
- Criminal Record Check with Vulnerable Sector Check required.
- First Aid and CPR Certification considered an asset.

*Note: Some equivalency of experience and/or education may be accepted.*

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

If you are interested in this position please e-mail your resume and cover letter quoting "REDIives Complex Needs Program Manager" to [hadmin@redi.ca](mailto:hadmin@redi.ca)

***This competition will remain open until filled.***

Date: 04/10/2018

CSNPM RL - HR



## Job Posting Disability Service Worker **REDI/lives**

Competition#: 20180323

Wage: \$15.33 - \$18.03 per hour

REDI/lives is presently seeking six (6) permanent, full time, conscientious and career-minded Disability Service Worker's (DSW's). The DSW's are responsible for supporting individuals with cognitive and/or physical challenges in a community-based independent living environment. They will provide opportunities for choice, self advocacy, and participation in matters relating to the client's home. DSW's are responsible for maintaining and promoting the wellbeing, uniqueness and independence of each client so that they can achieve their outcomes and goals. This may include but is not limited to providing physical care, menu planning and meal preparation, medication administration, day-to-day house management and documentation.

The DSW's support the clients by promoting their involvement with family, friends, advocates and other stakeholders. The DSW also encourages the clients to develop individual skills, talents and abilities while maintaining their health and safety requirements.

### **Skills**

- Proficient use of English language, both written and verbal
- Ability to work well as a team and independently with little supervision
- Work well in an environment with potential for aggression
- Proven ability to organize, evaluate, communicate and present information, both verbally and written
- Knowledgeable regarding supporting individuals with complex support needs
- High degree of resourcefulness, flexibility, and adaptability
- Good organizational, time management and prioritizing skills
- Demonstrated commitment to ongoing professional education
- Excellent interpersonal skills
- Ability to monitor financial accountabilities
- Physically able to perform all assigned tasks
- Ability to perform all duties in accordance with related legislation and standards

### **Qualifications**

- University or College degree in an associated field preferred
- One-year minimum experience working with individuals with complex behavioural needs and one-year minimum training or experience working with individuals cognitive and/or physical challenges in a community residential setting, or an equivalent combination of education, training and experience
- Valid First Aid and CPR Level C required
- Valid Class 5 Drivers License preferred
- Intermediate knowledge of Microsoft Office (Word, Excel, Outlook, Power Point) preferred
- Previous community related experience a definite asset
- Clean Criminal Record Check with vulnerable sector check required

*Note: Some equivalency of experience and/or education may be accepted.*

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

If you are interested in this position please e-mail your resume and cover letter quoting "REDI/lives Disability Service Worker" to [hadmin@redi.ca](mailto:hadmin@redi.ca)

***This competition will remain open until April 30, 2018***



## Job Posting Community Service Worker **REDI**works

Competition#: 20180412

Wage: \$18.03 per hour (37.5 hours per week)

REDIworks is currently seeking temporary, casual Community Service Worker (CSW) with full time hours (37.5/ week). The CSW will provide personal support, case management and skill development to enable individuals to achieve their personal outcomes through meaningful community involvement, with a focus on employment and volunteerism.

### **Responsibilities and Duties**

- Ensure the development, implementation and monitoring of person centered service plans for each individual served;
- Identify and analyze issues of concern and assess the need for intervention;
- Provide personal care and support to individuals as required;
- Provide assessments, training, and support in developing skills for independence, employment and community involvement for supported individuals;
- Match individuals to suitable volunteer, employment and community opportunities;
- Assess needs for accommodations and assist with modifications of environment/job requirements;
- Address health and safety concerns;
- Provide monitoring and follow-up services;
- Facilitate socialization and community inclusion;
- Provide advocacy and assistance for self-advocacy;
- Promote socially valued roles;
- Support individuals in community settings;
- Provide consultation and support to employers/volunteer organizations;
- Maintain appropriate documentation and client files with attention to detail; and
- Assist with development and implementation of behavioural support plans.

### **Skills**

- Proficient use of English Language
- Effective interpersonal skills;
- Organized and efficient time management skills;
- Critical thinking;
- Problem solving;
- Facilitation skills an asset;
- Behavior management training an asset;
- Excellent oral and written communication;
- Communicate effectively within a multidisciplinary team;
- Willing to work flexible hours based on individuals support needs; and
- Computer use, experience with ShareVision is an asset, Microsoft Office (Word, Outlook, Excel).

### **Qualifications**

- Completion of minimum 1 year post-secondary education in Rehabilitation/Disability Services or other related Human Services, including Social Work required;
- Minimum of 1-year related Rehabilitation/Disability Services experience or a suitable combination of education and experience;
- Experience working with individuals with complex support needs an asset;
- Valid First Aid Level C required;
- Valid Alberta Driver's Licence required;
- Reliable vehicle with proof of \$2 million liability insurance;
- Clean and current driver's abstract; and
- Current and clean Criminal Record Check with Vulnerable Sector Check.

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.

If you are interested in this position please e-mail your resume and cover letter quoting "REDIworks Community Service Worker" to [hadmin@redi.ca](mailto:hadmin@redi.ca)

Date: 04/11/2018

CSW RW - HR