

*PACE Independent Living is a non-profit organization that strives to provide the highest quality support services to people with physical disabilities so they can live independently in the community.*

**PACE is recruiting a 40 hour per week**  
**OUTREACH COORDINATOR**  
(maternity leave contract)  
for its **Outreach Program**

The Outreach Coordinator, in collaboration with Program Management, coordinates the delivery of effective and efficient services to clients. The Coordinator must consistently demonstrate and promote the philosophy of "Independent Living" and translate it into practice in all aspects of their work.

**Primarily Job Responsibilities Include:**

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The Outreach Coordinator, in collaboration with Program Management, is responsible for:

- Managing staff and consumer issues, as they occur; working with staff and clients towards an appropriate resolution, including resolving conflicts quickly and effectively.
- Ensuring that clients receive adequate and appropriate services, and that services are provided following clients' service agreements, Occupational Health and Safety guidelines and the organization's policies and procedures.
- Assisting with the delivery of high quality services in an efficient, cost-effective manner in the Program.
- Renewal of service agreements.
- Assuming the responsibilities of Program Management during their absence, in coordination with other Coordinators.
- Participating in the recruitment, selection and orientation of employees.
- Participating in the recommendation and subsequent orientation of new clients.
- Reporting and promptly recording all necessary information and completing all required forms.
- Reading and following all of PACE's policies and procedures as well as all related government legislation; reviewing and enforcing the above with staff and/or clients, as required.
- Performing other duties consistent with the job classification, as assigned by the Program Manager.

**Additional Information**

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- Primary hours of work are days, Monday – Friday, may involve other non-standard hours, i.e. evenings, weekends, statutory holidays on an occasional basis.
- Participates in the After-Hours On-Call Rotation.

**Qualifications**

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- Post-secondary degree or diploma in a related human services discipline is required.
- Two years related work experience in a human services capacity.
- Direct supervisory and management experience, preferably in a unionized environment is required.
- Experience working with persons who have disabilities.
- Knowledge of RAI-CHA is an asset.
- Valid and current Police Reference Check (vulnerable persons).
- Valid Driver's License is an asset.

**General Competencies & Skills**

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- Excellent interpersonal skills.
- Excellent verbal, written and listening communication skills.
- Strong conflict resolution and problem-solving skills.
- Ability to work independently and as part of a team.
- Good computer skills (e.g. Word, Excel and Outlook in a Windows environment).



LIVE YOUR LIFE

- Good understanding of the basic Health and Safety responsibilities and procedures under the *Occupational Health and Safety Act*.

PACE offers a comprehensive salary and benefits package to all employees and values work-life balance.

**Interested candidates should submit a covering letter and resume, quoting Job Competition Number 19.CFT.HO.MGT.001 no later than 5:00 p.m. on Friday, February 1, 2019, to Human Resources via email: [careers@pace-il.ca](mailto:careers@pace-il.ca) or fax: 416 789.7807**

Only candidates selected to be interviewed will be contacted.

*PACE Independent Living is an inclusive employer.*

*Accommodation is available under the Ontario Human Rights Code.*