



To deliver excellent support services to people with disabilities so they can live their lives

PACE Independent Living is recruiting for a Full-time PROGRAM COORDINATOR

PACE Independent Living is a not-for-profit community organization that provides support, both physical and enhanced services, to people with disabilities so they can live independently in the community.

Reporting to the assigned Program Manager, Supportive Housing, the Program Coordinator, works to support the delivery of effective and efficient services at assigned programs. This role is expected to represent PACE's values as well as promote the philosophy of independent living at all times.

Job Responsibilities Include:

Client Service Delivery Support:

- Ensures, as part of the Program team, that clients receive high quality services, and that services are provided in accordance with clients' service agreement, Occupational Health and Safety guidelines and the organization's policies and procedures, in an efficient, cost-effective manner.
- Participate in client recruitment and perform service level reviews and makes necessary changes to client service agreements, as needed and approved.
- Provides back up support in the absence of the Program Manager.

Program-Related Human Resources Management:

- Works collaboratively with Program Management for performance management of front-line staff and any other assigned personnel, including recruitment, performance reviews and corrective action.
- Participates in conflict resolution involving staff and clients, in accordance with PACE's Conflict Resolution Process; informs the appropriate Program Manager of any situations or issues beyond scope of responsibilities that may have a broader impact.

Management Related Responsibilities:

- Communicates and updates Program Manager and/or Director, Scheduling, Human Resources, with all operational and agency issues, as appropriate.
- Ensures compliance with the collective agreement(s) applicable to the program; forwards any concerns and issues to Program Management and/or Human Resources.
- Participates on organizational committees. (i.e. Joint Health and Safety Committee, Project Committee, etc.) as requested

*PACE Independent Living is an inclusive employer.
Accommodation is available under the Ontario Human Rights Code.*



- Participates in quality improvement initiatives that enhance the quality of client services and facilitates continuous improvement in all aspects of the organization.
- Participates in the After-Hours On-Call rotation.
- Ensures that staff work in a manner consistent with the “Internal Responsibility” and “Workplace Partnership” systems and that is in compliance with the requirements of the *Occupational Health & Safety Act* and its Regulations.

Qualifications

- Post-secondary degree or diploma in a related discipline, i.e. Community Support Worker, Specialized Services Worker.
- Three (3) to four (4) years related experience in the human services field with at two (2) of which were in a supervisory capacity.
- Experience working with adults who have physical disabilities an asset.
- Experience managing or supervising in a unionized workplace is an asset.
- Valid and current Police Reference Check (vulnerable persons).

Equivalent combinations of education and experience will be considered.

General Competencies & Skills

- Excellent problem-solving skills.
- Excellent verbal, written and listening communication skills.
- Excellent time management, planning and prioritization skills.
- Excellent interpersonal skills.
- Strong conflict resolution and problem-solving skills.
- Strong knowledge of Microsoft Office.
- Ability to work, both as a team member and individually, in a professional and effective manner within PACE’s team-based environment,
- Must be able to work flexible hours, including evenings and weekends.

Interested candidates should submit a covering letter and resume, **quoting Job Competition Number 10.FT.HO.MGT.002** no later than **5:00 p.m.** on **Friday, October 12, 2018**, to

Human Resources: email: careers@pace-il.ca or fax: 416 789.7807