



COMPETITION 10-20 SERVICES FOR INDIVIDUALS & FAMILIES COORDINATOR

Human Resources Department

Competition #: 10-20
Date: May 31, 2010

Position: **SERVICES FOR INDIVIDUALS & FAMILIES COORDINATOR**

Under the supervision of the FCSS Manager, the Coordinator is responsible for Individuals & Family support in the Community, Corporate and Protective Services Division. This position is responsible for the development, promotion and delivery of effective preventative social services programs and services that will enhance the quality of life for residents.

Terms of

Employment: This is a permanent full-time position working a 35-hour work week.

Start Date: As soon as suitable candidate is located

Wage Rate 2010 CEP Contract - \$26.74 – 29.17

Qualifications: Qualifications are described in the attached job description.

Closing Date: **June 18, 2010** at 4:00 p.m.

**Submit Applications/
and or resume to:**

Elaine Fiander
Human Resources Assistant
2nd Floor, 131 Civic Centre Road, Hinton, AB T7V 2E5
Phone: 865-6934
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Reports to: FCSS Manager

SUMMARY DESCRIPTION:

The Coordinator is responsible for Individuals & Family support in the Community, Corporate, and Protective Services Division. This position is responsible for the development, promotion and delivery of effective preventative social services programs and services that will enhance the quality of life for residents. Methods and desired outcomes are determined by assessed social needs and community priorities. Must exercise considerable initiative and independent judgment under the supervision of the FCSS Manager.

WORK PERFORMED:

Programs and Services

- Assists individuals in identifying service needs and refers them to appropriate program providers and or service agencies to enable them to meet those needs
- Responsible for tendering and specifications processes for equipment replacements, ie. Lifeline platform.
- Develops and maintains procedures, policies and standards which ensure safety of public, staff and volunteers and the efficient delivery of services.
- Assists people in accessing available government benefits and services, ie. Health care, pensions, transportation, housing.
- Plans, implements, publicizes, facilitates and/ or provides informational presentations.
- Responsible for delivering the municipal and provincial Seniors Property Tax rebate programs.
- Provides support to individuals and their families experiencing change/loss in their lives.
- Demonstrates, installs monitors and maintains Lifeline inventory, and provides support to the Emergency Response Center located at the Health Care Center.
- Participates in needs assessment, planning and program evaluation activities and serves on relevant committees as required.
- Responds to complaints from staff, volunteers and the public.

Project Management

- Manages special projects, and annual program events. Included in these projects are Lifeline RC500 Replacements, Annual Lifeline tea, Seniors Week, community information sessions, and other initiatives.

Community Development

- Coordinates with the Family and Community Support Services Department, other town departments, agencies, organizations & businesses to identify study and develop solutions that are responsive to



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problems affecting the Town's population including the need for companionship, safety, social, recreation, health and other services.

- Develop agency relationships to create and maintain program and service partnership through program development and pilot initiatives.
- Actively maintain and update an inventory of available program and services offered through these agencies
- Serves as the F.C.S.S./Town of Hinton representative to other boards, clubs, and committees associated with senior program and services.

Financial

- Develops monitors and is accountable for the annual program budgets for the Services for Individuals & Families budget
- Prepares purchase orders and approves expenditures up to \$25,000.00.
- Accounts for all fees collected for all program areas.
- Delivers the municipal and provincial Seniors Property Tax rebate programs.
- Seeks government grant funding for projects, ensures appropriate administration and accountability.

RELATIONSHIPS:

- This position works under the direction of the Family and Community Support Services Manager. The incumbent works closely with other municipal staff, including Taxation, Ambulance, FCSS, and other Community, Corporate and Protective Services Staff and Board members.
- This position is in regular contact with provincial and federal government departments in the areas of seniors, income security, AADAC. Health and Persons with Disabilities.
- Regular routine contact with the general public, service users, community organizations, agencies, partners and contractors.

Knowledge, Ability & Skills

- Effective interpersonal skills and a strong customer focus in dealing with other staff, volunteers, agencies (local, federal and provincial), contractors, the public, the Community, Corporate & Protective Services Board and Council.
- High degree of commitment, reliability and personal initiative with excellent planning and organizational skills.
- Proven project management skills, and ability to carry out needs assessments, and to plan, organize, coordinate and evaluate programs, projects, and special and program events.
- Ability to collaborate with individuals and groups to respond to issues.



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- Considerable knowledge of local agencies, organization, programs and personnel which provide assistance and services for citizens.
- Knowledge of Federal, Provincial and Municipal legislation pertaining to resources and programs
- Ability to report on projects, including development of spreadsheets and financial budgets.
- A good working knowledge of standard computer software.
- Able to prioritize, plan, and carry out responsibilities with minimal direction.

Qualifications Required

- A post secondary degree or diploma in a social services discipline, or related field.
- A minimum of three (3) years directly related experience working with vulnerable populations, in a coordinator capacity.
- Ability to develop and maintain good working relationships with a diverse population
- A valid Class 5 driver's license and access to own vehicle for work.
- Must obtain an acceptable RCMP Criminal Records Check, Child Welfare clearance.