



Client/Program Coordinator (8 Month Term Position – Maternity Coverage)

Full-Time (37.5)

Accessible Housing opens doors to homes that are accessible and affordable for people with limited mobility. Through providing a continuum of housing and supports, we work to ensure that everyone has a home and belongs in community.

Job Description

The Client /Program Coordinator is a multi-faceted role that focuses on supporting the RAD Renovations program by providing exceptional client and program support in a community-based environment. Reporting to the Manager of Programs, this position works in close conjunction with the RAD Project Manager to ensure client projects are set up to achieve successful outcomes.

This opportunity will involve work with an integrated project team that, alongside Accessible Housing, will help open doors for Calgarians living with limited mobility.

Duties and Responsibilities

- Provide client and project recruitment and screening
- Operate as the entry point into the RAD Renovations program by ensuring program applicants fit outlined program guideline criteria
- Prepare client-related documents, reports and presentations
- Initiating Client contact through various stakeholders (e.g. occupational therapists, doctors, staff at related non-profits, etc.)
- Function as a knowledge expert, providing clients with information on what community resources are available to assist in supporting home modifications
- Ensure all appropriate documentation is collected, filed appropriately, and completed for each client throughout duration of program involvement in a timely manner
- Oversee gathering of all appropriate supporting documentation and ensuring full completion in direct relation to financial grants (Ramp liaison)
- Understand and maintain commitment to client, agency, and program confidentiality
- Act as a resource for the agency in the community when needed
- Collaborate with internal departments within Accessible Housing, including; Finance, Policy and Strategy, Communications, etc.
- Use critical thinking and problem solving skills to make decisions for the program that take into account the best interests of clients, RAD Renovations, and Accessible Housing
- Provide ongoing adaptation of the program to ensure continuous progress that ensures program success and sustainability

Qualifications and Experience

- Diploma/Degree in Human Services, administration, or related field
- 2-3 years related work experience in an administrative or social services role
- Experience working with people who are vulnerable and marginalized individuals
- Superior interpersonal skills

- Excellent organizational and time management skills
- Proficient in Microsoft Office Programs (i.e. Word, Excel, Powerpoint, Outlook, etc.)
- A self-starter who takes initiative without needing cues
- Possess excellent written and oral communication skills
- Ability to work independently with limited supervision

Working Conditions

- Duties are performed both in community and in office, both at the RAD office space and at Accessible Housing's main office
- Travel out of office is required weekly
- This is a full-time permanent position, Monday to Friday. Schedule may vary based on projects
- Fast-paced and demanding work environment
- Mental capacity to successfully accomplish job requirements to the highest level of achievability

Application Information

If you are looking for a rewarding career at a growing organization with an established and caring culture, please apply with your resume, cover letter and salary expectations to tom@accessiblehousing.ca with *Competition Client/Program Coordinator* cited in the subject line.

Only those selected for an interview will be contacted.

Closing Date for Applications: July 24, 2017

Accessible Housing employees enjoy competitive compensation, extended health and dental benefits, a matching RRSP after one year of service, an accelerated schedule for earning additional vacation days, your birthday off, and a flexible work environment.