

Community Connections Support Services

275 Rutland Road North
Kelowna, BC V1X 3B1
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RPO PO Box 2004
Tamarack Mall
Cranbrook, BC V1C 6K5
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Community Connections Support Services Job Description

Position: Service Coordinator

Core Function: To deliver 1 to 1 support, assistance and education to our Individualized Residential and Community Support Services and Home Share Support Services in accordance with Community Connections principles, policies and procedures. To coordinate and manage our personal, medical, financial and team supports.

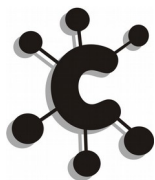
Reporting Relationship: The Service Coordinator reports to the Directors.

Standards of Performance:

1. Will have respectful interactions with the individuals receiving services, their families and advocates, co-workers, the funding source, and the community in general to maintain an effective Residential and Community Support Service.
2. Will establish and maintain effective working relationships and lines of communication with the people we support, their families and advocates, co-workers, the funding source, and the community in general.
3. Will work to set a climate that supports the people we support and our fellow support workers by promoting dignifying support and functioning lines of communication between all involved parties.
4. Will work scheduled hours. Will response to emergency calls from the support team outside of these hours when required.
5. Will ensure the direction of support is always rooted in the choices, needs, health and personal vision of the people we support.
6. Will ensure a climate of respectful support rooted in the understanding that our work locations are FIRST AND FOREMOST A HOME AND COMMUNITY.
7. Will maintain a professional and responsive point of contact with all stakeholders.

Details of Function:

1. Act as point of contact for senior and front line support workers at the agency. Provide leadership and direction to the support teams by identifying, supporting, tracking and measuring success toward the goals of the particular service.
2. Maintain regular contacts with all resources for which they are responsible
 - (a) Reviewing written documentation (eg. forms, logs, communication books)
 - (b) Collecting and submitting payroll
 - (c) Scheduling and attending team meetings



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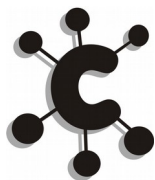
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3. Maintaining a sufficient, capable team of employees to provide services:
 - (a) New employees
 - i. advertising
 - ii. screening
 - iii. interviewing
 - iv. introductions
 - v. collecting paperwork
 - vi. orientation completion
 - vii. direct and indirect supervision
 - (b) Performance evaluation.
4. Maintaining files
 - (a) eg.: month ends; health and safety paperwork; liaison reports; home studies; and research, as needed and as required
5. Quality assurance
 - (a) Completion of accreditation requirements
6. Property (where applicable)
 - (a) Emergency management
 - i. Emergency repairs, etc.
7. Emergency Response
 - (a) Act in case of emergency to provide support and security to persons involved by:
 - i. Contacting relevant support staff or authorities
 - ii. Provide support / assistance
 - iii. Ensure that required documentation is completed
 - iv. Provide notification to relevant stakeholders (family, employees, CLBC, Director, etc)
8. Weekly contact with the Director (Brian Burnham) to review services
 - (a) Weekly phone conversations/ updates
 - (b) Face to face meetings as needed
 - (c) Participate in management support team meetings

Qualifications:

1. Strong personal values based on self determination, autonomy, and dignity for all individuals.
2. Strong interpersonal skills and supervision skills.
3. Strong written and verbal communication skills.
4. Proficient in applicable computer software and programs.



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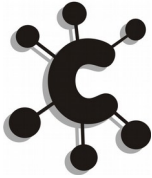
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5. Post secondary education specially related to the Human Services.
 6. Training and /or experience in community based human services.
 7. Demonstrated skills in working with individuals and families utilizing services.
 8. Will have a valid class 5 B.C. drivers license and 1st aid certificate, 2 million dollars liability auto insurance, business auto insurance (if you use your vehicle at work more than 4 days per month).
 9. Successfully complete a criminal record check.

Revised: October 2011
Revised: August 2012
Reviewed: August 2013
Reviewed: August 2014
Reviewed: August 2015

Revised: August 2016



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