



Community Living Program Director

Job Summary

- To provide guidance regarding the development and maintenance of service standards in all agency service streams.
- To develop and analyze appropriate metrics of service quality (outcome measures)
- To ensure that agency initiatives include an emphasis on individualized service and reflect “quality of life” measures for individuals receiving service
- To engage with other community living agencies and other types of service organizations to identify where there may be overlapping interests and potential for collaboration.
- To perform an ombudsperson-type role with respect to conflict resolution and ethical practice in the delivery of service.
- Promote a mindset of continuous quality improvement throughout the agency

Key Duties and Responsibilities

- Engage with individuals, families, and other stakeholders, and generally promote engagement with them so that Kardel can better understand and support their needs and interests
- Develop and maintain service standards in all Kardel service streams (staffed residential and contracted services).
- Develop and analyze appropriate metrics (outcome measures) for service quality. This includes, but is not limited to, conducting satisfaction surveys with stakeholders
- Coordinate development and review of Policy and Procedure in collaboration with Home Share Coordinators, program managers and directors as appropriate.
- Receive and investigate service-related complaints from stakeholders. Responsible for tracking and annual review/report.
- Oversees Person-Centred Planning (PCP) process. Responsible for recruiting, orienting, and coordinating PCP facilitators. Responsible for ensuring PCP process is meaningful to delivery of individualized service that enhances quality of life.
- Identify training needs throughout agency. Find and coordinate training meaningfully related to core responsibilities of (front-line workers and program managers) staff members.
- Identify, develop, update and make available (distribute) key resource materials for relevant to each service stream.
- Act as Privacy Officer for Kardel to ensure the accuracy and confidentiality of information and records.



- Ensure compliance with Federal and Provincial regulations and CLBC policies
- Coordinate accreditation reporting and CARF Survey process
- Along with Program Manager, coordinate admissions and discharges. Responsible for gathering and summarizing pertinent information and coordinating transition. Liaison with CLBC in relation to Intake and Discharge or in relation to the increased support needs of individuals already receiving service.
- Review Critical Incident Reports from staffed and contracted services. Make recommendations for service improvement. Track and summarize CIRs at least annually in report distributed to senior management.
- Primary contact for Licensing Officer. Responsible for safety plan, organize interviews for Licensing Officer and gathers information as required. Involve Director of HR as necessary where corrective/disciplinary action required.
- Reviews and approves vacation plans for individuals supported
- Be aware of new CLBC service initiatives and contribute to development of proposals for expansion of existing services or new services as opportunities arise from time to time.

Also

- Listed as one of Emergency Contacts for program staff
- One of three administrative personnel designated for approval of expenditures on Individual's Trust Accounts

Qualifications: Education, Training and Experience

A degree in a related field and at least 3 years management and/or consulting experience within human service sector specifically related to individualized services and quality of life improvement.

Job Skills and Abilities

1. Demonstrated knowledge of policies, procedures and standards in the human service sector.
2. Demonstrated management experience
3. Excellent organizational, time management skills
4. Excellent written and computer skills
5. Excellent interpersonal and communication skills; experience facilitating team meetings and building consensus
6. Excellent teamwork skills



Additional Information

This is a 30 - 37.5 hours per week position. Work may occasionally be conducted outside of normal office hours of 8:30 am to 4:30 pm depending upon needs of stakeholders and fluctuating workloads. This position requires a high degree of knowledge and interpersonal skill and the ability to work with minimal supervision. The employee is part of the management team located in the administrative office of Kardel Consulting Services Inc.

Offering competitive salary and extended health benefits.