

ROLE DESCRIPTION

Working Title:	Community Services Liaison
Program/Department:	Community Services
Reports To:	Community Services Manager
Direct Report(s):	Recreation Program Coordinator, Self Advocates Leader, Life Skills, and Delta Family Alliance Network Coordinators
Management and Exempt:	<input checked="" type="checkbox"/>

Position Summary

Reporting to the Community Services Manager, the Community Services Liaison is a member of the Exempt Team and will be responsible for the delivery of Person-Centred training throughout the entire organization. In addition the Assistant Community Services Manager the Community Services Liaison will be accountable for Recreation, Life Skills, Self-Advocacy, and Family supports and services.

This role provides direct support to the Community Services Manager, who is responsible for ensuring a continuum of quality community-based programs by taking a “hands-on” approach in delivering services.

The Community Services Liaison must be dedicated to improving the quality of life of adults with developmental disabilities as valued members of the community. Additionally, this role demonstrates a commitment to the inclusion of personal network and community members. As a member of the leadership team the Community Services Liaison embodies the Mission, Vision, and Service Principles of Delta Community Living Society.

Scope

Training and Development	<ul style="list-style-type: none"> 🔊 Provide comprehensive Personal Life Planning and Person Centered Training to all staff and contractors 🔊 Coach and develop staff teams’ understanding and use of the Personal Life Plan 🔊 Ensure the effective and efficient use of the Outcomes Management System 🔊 Provide hands on support to staff with use of the Personal Life Planning software 🔊 Develop self advocacy initiatives
Stakeholder Relationships	<ul style="list-style-type: none"> 🔊 Seek to understand, respect, and fulfil the desires and needs of persons served 🔊 Ensure that the Rights of persons served is paramount in consideration of program outcomes 🔊 Establish effective working relationships and partnerships with persons served, families, staff, and all other stakeholders where required 🔊 Field and respond to inquiries, requests, and complaints in a professional manner and in accordance with established policies 🔊 Report and provide presentation of activities as requested by the Community Services Manager
Leadership	<ul style="list-style-type: none"> 🔊 Promote and represent the organization, its stakeholders, and services positively and professionally 🔊 Monitor, manage, and evaluate performance of direct reports to ensure delivery of quality Person-Centred services and accomplishment of program outcomes 🔊 Identify staff performance issues, and consult and work with Community Services Manager to determine appropriate action
Operational Management	<ul style="list-style-type: none"> 🔊 Ensure that services reflect the Society’s Mission, Vision, and Service Principles 🔊 Provide direct administrative support to the Community Services Manager 🔊 Provide in-person, visible leadership in programs on an ongoing and consistent basis 🔊 Assist in the development of new services

	<ul style="list-style-type: none"> • Assist in the creation of curriculum development • Ensure appropriate use and effective stewardship of the Society's assets
Financial Accountability, and Reporting	<ul style="list-style-type: none"> • Assist the Community Services Manager in the management of budgets, revenue, and expenditures for identified programs prudently and effectively • Compile data, analyze results, and prepare level reports for the Community Services Manager • Accountable to the Community Services Manager for monthly, quarterly, and annual monitoring reports • Negotiate appropriate terms and fees for delivery of contracted services • Monitor contractors to ensure compliance with terms, effectiveness, reporting, and determined outcomes

Key Responsibilities

Key Area and Percentage of Time Spent		Key Responsibility Statement
Training and Development	30-35%	Provide comprehensive Personal Life Planning and Person Centered Training to all staff and contractors. Ensure the effective and efficient use of the Outcomes Management System.
Operational Management and Leadership	30-35%	Provide leadership, guidance, supervision and problem solving to direct reports and identified staff for Community Services programs
Administration and Direct Support	25%	Provide direct administrative support to the Community Services Manager which will include time sheets, monthly statements; personal life plans, reports, and other administrative duties
Reporting	10%	Accountable to the Community Services Manager for monthly, quarterly and annual monitoring reports

Competencies

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|---------------------------|---|-------------------------|
| 1. Ability to Lead Change | 5. Coaching and Developing Others | 8. Adaptability |
| 2. Interpersonal Savvy | 6. Ability to Motivate Others | 9. Managing Diversity |
| 3. Organizational Skills | 7. Ability to Foster a Culture of Collaboration | 10. Client Focus |
| 4. Relationship Building | | 11. Integrity and Trust |

Essential and Preferred Qualifications

	Essential	Preferred
Formal Education	<ul style="list-style-type: none"> • Post-Secondary Degree in a related field 	<ul style="list-style-type: none"> • Bachelor of Arts in Social Services or a related field
Training	<ul style="list-style-type: none"> • Proven Coaching and Training Skills • Community Development and Relationship Building Skills • Advanced MS Office Skills 	<ul style="list-style-type: none"> • Person-Centred Thinking and Planning • Project and Financial Management • Knowledge of Employment and Youth Services
Experience	<ul style="list-style-type: none"> • Minimum three years of leadership and/or supervisory experience • Experience in a unionized environment • Minimum three years of community living experience • Experience working with people with disabilities • Experience with Community Inclusion initiatives 	



How to apply for this position:

Recruiting on behalf of DCLS, Meyers Norris Penny (www.mnp.ca) is currently accepting applications for the position of **Community Services Liaison**. Individuals interested in contributing within the community and to the long-term success of DCLS are encouraged to apply.

Please quote "**DCLS-CSL**" in the subject line of your email, and forward your resume and cover letter to: resumes.bcadvisory@mnp.ca. Please **do not apply directly to DCLS**. We thank all applicants for their interest. However, only those selected for an interview will be contacted.