



EXECUTIVE PROFILE

Director, Client Services
EASTER SEALS BC & YUKON
BC LIONS SOCIETY FOR CHILDREN WITH DISABILITIES





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In British Columbia, approximately 926,100 adults between the ages of 15 to 64 have a disability that limits their independence and quality of life. For many, a disability can affect how they see themselves and how they view their own abilities.

Since 1952, Easter Seals BC & Yukon's story has been one of hope, courage and triumph for people with disabilities. Over the years, through the BC Lions Society for Children with Disabilities, Easter Seals (the Society) has provided valued programs and services to families and children that have offered hope and courage. Their work strives to build self-esteem, self-confidence and a sense of independence in the children, youth and adults they work with.

VISION

Enable abilities in our communities.

MISSION

Inspire communities across BC and the Yukon to support, and enable access for, individuals with disabilities.

VALUES

Excellence: We strive to be the best in all that we do.

Relevance: We commit to effectiveness, sustainability, and continuous improvement.

Integrity: We are trustworthy and accountable.

Inclusive: We treat everyone with respect, embrace diversity, and value the contributions of individuals and communities.

Collaboration: We foster teamwork and build collaborative relationships.

Access: We champion improved access for individuals with disabilities.

STRATEGIC GOALS

Easter Seals BC & Yukon underwent a strategic planning process in 2017, resulting in the 2018-2022 Plan which focuses on the following four themes:

Goal One: Implement new vision and mission.

GoalTwo: Diversify revenue generation.

GoalThree: Reimagine real estate.

GoalFour: Evolve organization.

PROGRAMS & SERVICES

Easter Seals House

Easter Seals House is a home-away-from-home for families throughout BC and Yukon who have to travel to Vancouver for medical treatment. With 49 individual double occupancy suites, each with their own kitchenette, the House provides personal autonomy to guests, so they can relax, cook and live in their own space. This convenience is important to everyone, especially those with compromised immune systems and special dietary needs. Easter Seals House is open 24/7 and alleviates some of the stress for guests staying in an unfamiliar city, for what may be one to two nights, a couple of months, or more than a year. The House also offers guests access to recreation rooms, large family kitchens, an outdoor garden, underground parking, free WiFi, and close proximity to hospitals and medical care facilities.

Easter Seals Camps

It all started in 1968 with the opening of Camp Winfield, the Society's first Easter Seals summer camp for children with disabilities. In 1976, Easter Seals Camp Squamish opened, followed in 1978 with Easter Seals Camp Shawnigan Lake. Over the last 53 years, over 35,000 children, teens, and young adults with disabilities have experienced the magic of Easter Seals Camp in BC.

With a focus on abilities and empowerment, campers try the big swing, wheelchair basketball, water polo, and creative and performing arts, which in turn improves their confidence, independence and interaction with others. Campers return home with new friendships, improved skills, and become more independent and active members of their communities.

In addition, Easter Seals Camps provide a high camper-to-staff ratio with leaders who are enthusiastic and highly trained to support the needs of a full range of physical and cognitive disabilities. Along with onsite medical care, specialized meals, and customized programs, Easter Seals Camps offer a magical experience for campers and an important respite for families and caregivers.

Online Camps & Classes

EasterSeals@Home

Over the last two years, Easter Seals in-person summer camps have been revamped to a virtual EasterSeals@Home experience for ages 6-49 years. This program is designed to help our community cope with new challenges as a result of the pandemic, address isolation, and foster socialization. We have committed to provide these online classes, day camps, social events, and winter and spring break camps throughout the year, so as to continue to provide social connection and learnings for campers, and respite for caregivers.

Compass Program

The Easter Seals Compass Program is designed to help young adults with disabilities live as independent, empowered adults. Delivered online and over the course of 14 weeks, participants will complete modules guided by Easter Seals staff, specialized educators and guest speakers. By the end of the program, participants will be more prepared for school, work, independent living and their transition to adulthood.

Post-Secondary Awards

A number of educational awards have been established and are available to help benefit youth with disabilities looking to pursue post-secondary educations. These awards are administered by the post-secondary schools and information on criteria and eligibility are available directly with the schools. Institutions include BCIT, Northern Lights College, Selkirk College, Thompson Rivers University, University of the Fraser Valley, Vancouver Community College and Vancouver Island University.



THE FUTURE OF EASTER SEALS BC & YUKON

Following extensive community and stakeholder engagement that showed a growing need for support past the age of 18, the Society made a strategic decision a couple of years ago, to broaden its mandate to enable abilities for life. This means the Society will continue to provide valued programs for children and youth, and has now begun to work with the community to meet the needs of adults with disabilities.

To begin this trailblazing vision, in 2019, the Society launched the first phase of a 10 year plan building on the legacy of helping children with disabilities, supporting them as they age, and making the best use of camp facilities.

For more information on Easter Seals BC & Yukon, please visit www.eastersealsbcy.ca

CAMP SHAWNIGAN - CAPITAL CAMPAIGN

Easter Seals is entering an exciting phase in its history with plans to replace our existing Camp Shawnigan infrastructure, and redevelop it into a carefully designed and fully accessible camp, and community space.

The plan will include a fully accessible site and cabins to be used for camp programming and private vacation rentals outside our camp season, fully accessible community facilities (dining hall, outdoor amphitheater and more) for public rental, and fully accessible amenities including swimming, sports/recreation amenities, nature path, etc.



VALUES

Excellence

Relevance

Integrity

Inclusive

Collaboration

Access



GENERAL

As a member of the Senior Leadership Team at Easter Seals BC/Yukon, the Director, Client Services will lead the development and delivery of new programs to meet the needs of people living with diverse abilities.

The Director will work with a degree of independence and a strong sense of when and how to collaborate to ensure the quality and timeliness of service response.

Reporting to the CEO, this role is accountable for the delivery and ongoing improvement of: support and information counseling for individuals, and groups, development of educational programming and navigation and referral to additional community resources.

This role supports program efficacy and accountability by confidentially maintaining client information, collecting program data, and other data, to inform program development.

RESPONSIBILITIES

Education & Programming

- Expand Easter Seals' client educational program offerings by identifying needs and gaps in service delivery for persons with diverse abilities.
- Engage diverse audiences and community partners in the quest to understand and support people with disabilities.
- Deliver public presentations to health and human service organizations requiring information on Easter Seals' programs and services.
- Develop and manage the delivery of programming over a variety of in-person, digital/online platforms both live/streaming videos and downloadable documents to build resource compendium and improve service to areas around BC and Yukon.



RESPONSIBILITIES (CONTINUED)

Supports for Persons Living with Diverse Abilities

- Deliver health and wellness programming to enhance the quality of life of those living with diverse abilities, their families and their support networks.
- Respond to client inquiries ensuring people are directed to appropriate resources.
- Maintain relationships with health care professionals, clinical service providers and other organizations to support network of referrals and community resources.
- Support diverse audiences affected by physical or cognitive disabilities.
- Provide coaching and advocacy on behalf of persons with diverse abilities in the context of individual rights, obligations and self-determination.
- Remain current on research and developments impacting people with varying abilities.

Peer Supports

- Build and implement a strong peer-facilitation program that connects a network of individuals, caregivers, parents, etc.
- Plan, recruit guest speakers for educational workshops for individuals, caregivers, parents, etc.

Quality Assurance & Skills Development

- Maintain client files in accordance with professional standards.
- Prepare monthly statistics, trend analysis and reports as requested to support the transparency, accountability and quality of the Easter Seals' services.
- Maintain professional requirements to remain a member in good standing with the BC College of Social Work or other professional regulatory body.
- Contribute to overall goals of Easter Seals by supporting events, annual planning and change management to improve the overall effectiveness and efficiency of operations.

REPORTING RELATIONSHIPS

Reports to:

- CEO, Lisa Beck

Relates to:

- The children, youth and adults with disabilities the Society serves, as well as their families
- Health care professionals, clinical service providers and other community organizations
- Lions Clubs throughout the region
- Donors and corporate partners
- Government bodies locally in municipalities in which the Society holds asset
- Provincial and federal government partners
- Other Easter Seals organizations across Canada and internationally





CANDIDATE REQUIREMENTS

GENERAL

A consummate relationship builder, the Director, Client Services will bring a solid track record of an ability to connect with a wide variety of stakeholders, corporations, business partners and government, in order to develop and and expand education and programming at Easter Seals.

The selected candidate must have the capacity to adapt to a continually evolving environment and thrive in a publicly visible, autonomous and caring workplace while leading the development and delivery of new programs. Excellent leadership, interpersonal, negotiating and communication skills and a personal values alignment with the organization are hallmarks of a suitable candidate.

The Director, Client Services is someone with the highest level of professional ethics who is passionate about providing a premium level of service, consistency and quality in partnership with the Senior Leadership Team.

EDUCATION & WORK EXPERIENCE

- Degree in Social Work, or other Human Service profession.
- Intermediate level practitioner with at least 5 years of experience in a similar role.
- Experience and/or training in program development.
- Experience in group facilitation and adult education.

KNOWLEDGE, SKILLS & ABILITIES

- Polished oral and written communication skills.
- Volunteer or human resource management an asset.
- Well organized and self-managed with strong multi-tasking abilities.
- High level of attention to detail and accuracy but also having the ability to step back and understand and assess the overall results and objectives – ie. The big picture.
- Ability to work effectively with other team members as well as function independently.
- Ability to work collaboratively with outside parties

KNOWLEDGE, SKILLS & ABILITIES (CONTINUED)

- Ability to adapt to changing environments and priorities. Passionate about the Society, its Mission & Vision, and long-term plan.

BEHAVIOURS

Accountability

Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her duty and presenting oneself as a credible representative of the organizations to maintain the clients' trust and foster client loyalty.

Attention to Detail

Insure effectiveness of the organizations; effectively communicates by adjusting style, tone and level of detail appropriate to the audience and occasion.

Communication

Effectively communicates by actively listening and sharing relevant information so as to anticipate problems and ensure effectiveness of the organizations; effectively communicates by adjusting style, tone and level of detail appropriate to the audience and occasion.

Cultural Awareness

Demonstrates an open-minded approach to understanding people regardless of their gender, age, race, origin, religion, ethnicity, disability status, or other characteristics; treats all people fairly and consistently; effectively works with people from diverse backgrounds by treating them with dignity and respect.

Flexibility

Able to adapt to and work with a variety of situations, individuals and groups. Able to think on their feet, and not be disconcerted or stopped by the unexpected.

Teamwork

Able to effectively work and complete assignments in group settings. Works cooperatively, with a positive attitude with others to achieve common goals. Treats others with dignity and respect and maintains a friendly demeanor; values the contributions of others.



Aligns with Team Values

- We are passionate and have a true sense of purpose.
- We believe in growth and evolution.
- We value efficiency and structure.
- We respect each other, our communities, and supporters.
- We commit to building effective relationships, internally and externally.
- We thrive on teamwork.
- We have balance in our lives.



HOW TO APPLY

To apply see job posting on Charity Village.

APPLICATION FORMAT

Format for written applications should be presented as follows:

1. A covering letter—describing briefly why the appointment is of interest and what you believe you can bring to the role.
2. A full CV containing the following information:
 - a. Title, full name, address, daytime and evening telephone numbers and email address
 - b. Present and previous roles
 - c. Details of education and professional training and qualifications
 - d. Any other relevant information such as offices held in professional bodies, community services etc.