

About Easter Seals

Easter Seals BC & Yukon is one of British Columbia's legacy charities operating for over six decades to provide programs and services to better the lives of children and adults with diverse abilities. Operated by the BC Lions Society for Children with Disabilities (Society), Easter Seals BC & Yukon has helped 1.1 million families in need through transportation services, Easter Seals Camps, educational classes, Easter Seals House, post-secondary bursaries at regional colleges and universities, community access services, and patient care programs.

As a registered charity, the Society relies on the generosity of donors to fund their programs and services. Through individual and corporate giving, grants, special events, and major gifts and bequests, the Society directs and stewards its funds with the strategic guidance and fiduciary oversight from its Board of Directors.

Mission

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

Vision

Enable abilities in our communities.

Our 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.

What You'll Do

As a member of the Program & Service Department 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 VP of Program & Services, 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 and other data, to inform program development.

Responsibilities

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 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.

We are seeking a dedicated individual for the position, understanding that workload fluctuations may occur seasonally. The ideal candidate will thrive in a dynamic environment, adept at managing increased volumes of work during peak periods while consistently meeting deadlines.

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.

Supports for People 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.

What you bring

- 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.
- Polished oral and written communication skills.
- Volunteering or human resource management is 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.
- Ability to adapt to changing environments and priorities. Passionate about the Society, its Mission & Vision, and long-term plan.

What's In It for You?

We invest time and resources into making sure Easter Seals BC/Yukon is as good as the people we hire. Here are some of the reasons we attract the best people:

- Full-time, Monday-Friday, with occasional evening and weekend work.
- Environment: stimulating and challenging work environment
- Balance your life: flexible schedule, remote work options, 4 weeks of paid time off, wellness days.
- Health: Medical Group Benefits
- Salary range: \$80,155- \$103,730 based on experience and qualifications.
- Ongoing training
- Equal opportunities: We believe that all employees have the right to equality, equal opportunity, fair treatment, and an environment free of discrimination.

How to apply

To apply, please send an email to hr@eastersealsbcy.ca with your resume and cover letter before **April 15, 2024**. If you have any questions, don't hesitate to contact us.

Diversity, equity, inclusion, and accessibility are essential to creating a meaningful and vibrant workplace. At Easter Seals BCY, we are committed to building a strong and representative team and encourage applications from members of all communities who are disadvantaged under the BC Human Rights Code. Easter Seals BCY is also committed to developing an inclusive, barrier-free selection process and work environment. Please advise if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.