

Service Manager

Prospect, one of Alberta's most innovative and leading non-profits, is seeking an experienced Service Manager for our newest initiative, **The Worx**. You will have experience working with people with a broad range of disabilities, and your approach to working with stakeholders and partners is highly innovative, creative, dynamic, collaborative, and outcomes focused.

As Service Manager, you will be responsible for providing case management and client service supports to individuals with disabilities from the beginning to the conclusion of their services. This position also provides support with the Business Centre and other employment and job placement services as required.

Reporting to the Program Manager, you will provide direct services to clients seeking support in acquiring meaningful competitive employment placement. You will work with a highly motivated staff team who specialize in employment strategies and supports aimed at increasing workforce participation of people with disabilities.

Responsibilities include client case management, assessing client eligibility criteria, developing and maintaining service plans for clients, maintaining a database, and maintaining a sound knowledge of the referral community members.

In addition to key program elements, you will also assist in ensuring the referral community is equipped with accurate and relevant program information through regular contact and presentations.

KEY RESULT AREAS INCLUDE:

- Efficient, streamlined, and timely services to Clients
- Stakeholder communication
- Service plan development
- Referral community engagement and relationships
- Building community capacity
- Planning and implementation

QUALIFICATIONS:

- Understanding of Calgary labour market, workforce initiatives and HR issues as they relate to people with disabilities
- Experience working with individuals with disabilities
- Familiarity with various disabilities - associated barriers, learning styles, support strategies
- Ability to identify and implement innovative and varied strategies for various learning styles and cognitive abilities
- Knowledgeable of Calgary's labour market and employment resources

available for people with and without disabilities

- Related case management / project management experience
- Excellent planning, assessment and evaluation skills
- Excellent presentation, written and verbal communication skills
- Demonstrated experience providing career counselling/guidance
- Experience in use of assistive technology and equipment
- Bachelor's Degree

Interested applicants are invited to submit a resume and cover letter by e-mail, quoting reference #WWSM-005 in the subject line, to careers@prospectnow.ca.

All applicants must be legally entitled to live and work in Canada, and only those applicants selected for interview will be contacted. No phone calls please.