



## Client Services Coordinator

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Reports to: Director of Programs and Services and Client Service Team Lead

Department: Client Services

Location: Edmonton and Grande Prairie

Position Type: Edmonton - 1 Full-Time, Grande Prairie - 1 Part-Time (Hybrid model)

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### Job Summary:

Reporting to the Director of Programs and Services, the Client Services Coordinator (CSC) will provide persons with spinal cord injury and other physical disabilities with the supports they need throughout life to transition effectively from injury to community, to home, to employment, to aging with a disability through the provision of rehabilitation support, service coordination and information services. Life areas requiring support may include physical, emotional, mental, sexual health, housing, transportation, equipment, recreation, education, employment and more.

### Key Responsibilities & Expectations:

Guided by the strategic plan to assist clients to Adjust. Adapt. Thrive. The CSC responsibilities include but may not be limited to:

#### Services and Support:

- Effectively build rapport and connection with all clients.
- Assess client needs to develop a client-centered plan for service delivery.
- Maintain follow-up with clients to ensure successful transitions and continuity of services addressing client goals.
- Facilitate client connections with community resources and relevant agency staff. Specifically with AHS and hospital staff related to inpatient and outpatient inquiries.
- Research and discover new and relevant community resources to support client needs.
- Collaborate with other CSC's and DPS to problem solve and ensure client needs are being appropriately met.

#### Administrative and Other Responsibilities:

- Assist with grant applications and reporting as appropriate.
- Work in collaboration with all staff to produce reports for use by the DPS.
- Keep information about clients confidential and ensure consents are properly maintained.
- Ensure client connections are well documented and recorded using the approved database.
- Participate in research projects, community networking and working groups.
- Other responsibilities as identified.

### Qualifications:

#### Education:

- Degree or diploma in human services fields or related disciplines. Social workers must be eligible for registration with the Alberta College of Social Work. Cultural competence is required.

#### Experience:



- 3-5 years' hands-on experience with persons who have physical disabilities and good working knowledge of the rehabilitation field.
- Experience with managing an office and case management in a fast-paced environment with evidence of increasing responsibilities.

#### **Skills and Abilities:**

- Academic-level written and oral communications skills.
- Excellent organizational, interpersonal and communication skills.
- Proficient in Microsoft Office Suite.
- Experience with CRM or Database.

#### **Mental Requirements:**

- Knowledge and understanding of the impact of spinal cord injury on individuals, their support network, and the community.
- Able to self-regulate as responsibilities may elevate personal trauma and experiences due to lived experience.
- Excellent interpersonal skills with a proven history of collaboration and effective relationship building.
- Promote a culture of high performance and continuous improvement that values learning and a commitment to quality.
- Self-motivated with the ability to multi-task, problem-solve, and prioritize responsibilities in a timely and efficient manner.
- Ability to lead with positivity while managing multiple deadlines and demands.
- Strong networking and social skills.
- Outstanding client-centred focus and stewardship capabilities.
- Confidence in ability to work independently and make informed decisions based on organizational guidelines.

#### **Physical Requirements:**

- Able to work in an office setting (sitting or standing) for 8 hours
- Available to assist with occasional special events which may include longer hours (up to 10 hours)

#### **General Expectations:**

- Conducts all day-to-day activities in accordance with SCI-AB's vision and values.
- Reviews and adheres to SCI-AB's human resource policies and procedures.
- Adheres to high standards of ethical practice and confidentiality.
- Participates as a professional, positive, and supporting team member.
- Experience working in the non-profit sector an asset.

#### **Working Conditions:**

- Able to work in a typical office setting at a desk with computer equipment.
- Has an ergonomically correct remote office set up at home (not required if choosing to work in the office only).
- Can work independently and travel throughout the community using public transportation or private vehicle.
- Can visit hospitals, care facilities and meeting clients at locations outside of the office setting.



## Additional Requirements:

None noted.