

## Community Access Coordinator

Reports to: Director of Programs and Services/CAPCC Team Lead

Department: Community Access for Persons in Continuing Care (CAPCC)

Location: Calgary

Position Type: 12-Month Contract

Date Created/Updated: 2025-04

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### Job Summary:

Reporting to the CAPCC Team Lead and indirectly to the Director of Programs and Services, the Community Access Coordinator (CAC) is responsible for assisting persons between the ages of 18-65 whose physical, mental, emotional, cognitive, sensory, or social limitations affect attitudes, ability, and motivation to participate in leisure and maintain healthy, balanced lifestyles.

The CAC works in collaboration with and establishes excellent working relationships with CAPCC clients and Client stakeholders (e.g. family, trustees, companions, facility care team) to develop individualized service plans for clients that will increase access to activities in the community to improve quality of life through increased social interaction and reduced isolation.

### Key Responsibilities & Expectations:

Responsibilities Include but may not be limited to:

#### Services and Support:

- Effectively build rapport and connection with all clients.
- Encourage independence and self-confidence and motivate clients to facilitate adjustment to change.
- Assist clients with developing support networks. Provide support, training and guidance to individuals and their families.
- Assess client needs to develop client-centered plan to facilitate community participation.
- Assist clients and their support networks to resource, identify and apply for benefits and services.
- Advocate for services and supports for clients as appropriate.
- Identify programs that provide relevant services for clients and assist with accessing those services.
- Establish and maintain understanding of and working relationships with community programs and services that are appropriate for all client needs.
- Develop positive working relationships with long term care staff.
- Assist clients with exploring lifestyle, recreation and leisure options.
- Remove barriers that prevent clients from participating in meaningful leisure activities.
- Educate clients about the physical, mental, social, and emotional health benefits and risks of participating in recreation and leisure activities.

#### Administrative and Other Responsibilities:

- Educate support staff and community-based programs to make use of community services related to client recreational, medical, learning and leisure needs.

- Participate in case conferences, case management sessions and in Regional Advisory Committee meetings.
- Assist with advertising and promoting the CAPCC program.
- Assist with preparing funding applications, write reports and develop long range plans.
- Recruit and support clients in managing companion care staff and providers, including hiring, training, and supervision.
- Maintain and store records about client participation according to documentation policies and procedures.
- Evaluate the success of service plans and programs.
- Submit monthly invoices and reports.
- Maintain, manage and optimize caseload budget.
- Promote the programs and services of SCI-AB.

## Qualifications:

### Education:

- Post-secondary education in human services related discipline such as social work, rehabilitation, recreation therapy or similar.
- Current FirstAid/CPR or willingness to complete prior to starting in role.

### Experience:

- Experience in continuing care system and/or local community resources and services considered an asset.
- Experience working with people with disabilities
- Manage multiple case files in a fast-paced environment.

### Skills and Abilities:

- Proficient in Microsoft Office Suite.
- Experience working with and tracking budgets.
- Experience with CRM or Database.

### Mental Requirements:

- Able to de-escalate clients who become agitated or aggressive due to their disability.
- 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.
- Enthusiastic, positive attitude, persistence, and the ability to inspire others.
- Creative ability for developing new approaches and programs for clients.
- Strong networking and social skills.
- Outstanding client-centred focus with the ability to establish rapport quickly and easily with clients of all ages and backgrounds.
- Excellent organizational and communication skills.

### Physical Requirements:



- Able to work in an office setting (sitting or standing) for 7 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 in the not-for-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.
- Visits to long term care facilities and other community locations outside of the office setting.

#### **Additional Requirements:**

None noted

#### **Applying:**

Please send resumes to Zahra at [calgary@sci-ab.ca](mailto:calgary@sci-ab.ca)