

Intervenor Services Coordinator (Payroll and Scheduling) – Full time

Are you a passionate professional, looking for a rewarding career with meaning and satisfaction where you make a difference in the lives of others? Are you looking for on the job learning, professional development opportunities, inclusive and supportive work culture, competitive salary and benefits? Join our team of dedicated professionals at the Canadian Helen Keller Centre (CHKC) providing affordable housing, training and intervenor services and supports to adults who are deafblind.

Our mission at CHKC is to empower the deafblind community through consumer driven services and opportunities that maximize independence. We value feedback from consumers such as “the day I contacted CHKC for the first time was the best thing I ever did”, and continually strive to exceed expectations.

We are looking for an Intervenor Services Coordinator to join our team who embraces our values of advocacy, respect, collaboration, professionalism and community. In return, we are committed to train, coach and invest in your behavioural and technical skills. If you have a positive attitude, and professional demeanor, we are interested in discussing together the opportunity of a fulfilling career at CHKC.

Position Summary

Reporting to the Intervenor Services Manager, the Intervenor Services Coordinator has the overall responsibility of producing a schedule for all consumers and intervenors at CHKC, as well as approving payroll for all intervenors.

Position Responsibilities

Intervenor Services Scheduling:

- Generates and distributes an intervenor services schedule that is fair and equitable, appropriate to consumer requests and intervenor availability ensuring the master schedule is updated based on last minute cancellations or intervenor absences.
- Coordinates with the Intervenor Services Manager and Intervenor Services Supervisor regarding intervenor availability and discusses scheduling requirements and staffing needs.
- Remains flexible and can adapt to last-minute schedule change requests from consumers and intervenors; demonstrates creative problem solving.
- Keeps track of intervenor requests for vacations/absences.
- Books and coordinates freelance interpreters as required.
- Develops and distributes an emergency on-call intervenor services schedule to meet the unscheduled, emergent needs of consumers in a timely manner.

- Provides relevant intervenor performance information and support to the Intervenor Services Supervisor for carrying out yearly performance appraisals.
- Supports the scheduling of placement students.
- Responds and support On-Duty for schedule related emergencies as needed.

Payroll and Information Management

- Prepares the payroll sheet documenting sick days, statutory holidays, vacation and other compensated absences, etc.
- Tracks attendance for all intervenors' paid and non-paid absences.
- Updates intervenors regarding any vacation days owing and ensures that they are taken before the fiscal year end.
- Approves all intervenor hours worked as per the payroll deadlines set up in ADP Workforce Now.
- Works collaboratively with HR Specialist/ Admin Assistant for payroll, reporting and other Agency wide data collection as required.
- Strictly adheres to deadlines for payroll purposes or other reporting functions.
- Assists the Intervenor Services Manager with the quarterly collection of service data (from payroll system) for reporting to the Ministry of Children, Community and Social Services (MCCSS).
- Sets-up and maintains appropriate service-related forms and files.
- Submits monthly expense reports and other relevant administrative reports and documents to the Intervenor Services Manager.

Intervenor Services Program and Quality Assurance:

- Fosters collaboration and teamwork within the intervenor services team.
- Identifies fee-for-service opportunities and forwards to the Intervenor Services Manager.
- Periodically participates in team and staff meetings when necessary.
- Supports other intervenor services related duties as assigned.
- Develops effective relationships with staff across departments to ensure program delivery goals are met.
- Participates in the collection of data for MCCSS and other agency related reporting.
- * All other duties as assigned

Work Environment

- Office environment
- High pressure with tight deadlines to follow
- High sense of urgency and ability to prioritize and delegate needed
- Flexible opportunities to work from home
- Manageable volume of work

Skills and Qualifications

- Post-secondary education in a related field.
- Minimum 3-years of relevant working experience with persons who are deafblind.
- Competent in American Sign Language, adapted/tactile sign language and other alternative communication methods used by persons who are deafblind is an asset.
- Knowledge of issues and needs related to the deafblind population is an asset.
- Demonstrated problem solving skills, with an ability to be creative yet consistent.
- Demonstrated administrative, management, organizational and time management skills.
- Demonstrated ability to manage multiple priorities and work independently.
- Strong interpersonal and communication skills, including public speaking.
- Sound numeracy and computer skills.
- Knowledge of French is an asset.

Annual Salary - \$54080.00 per year based on a forty hour work week

How to Apply

Contact: Nisha Parakat, Human Resource Specialist

Email: recruitment@chkc.org

Application Deadline: March 24, 2023

CHKC is an equal opportunity employer. We encourage applicants from all protected classes to apply. CHKC values diversity, equity, inclusion and compassion in the workplace.

We thank all applicants, however, only those considered for an interview will be contacted. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please advise prior to the interview if you require accommodation and we will make appropriate arrangements.

Website: <https://www.chkc.org>

Facebook/Twitter