

Manager, Client Services

Community Living Hamilton is a not-for-profit organization and registered charity that offers a full range of supports and services to people with special needs. We are one of the largest not-for-profits in Hamilton; each year we provide opportunities and services to approximately 1,400 children, youth, adults and families.

We are currently seeking an individual to join our management team to provide leadership and direction within our Client Services portfolio, with primary responsibility for Residential Supports and/or Community Participation programs.

The Manager of Client Services will be responsible for the overall management, direction and coaching of their team building on the belief that our services need to be client focused, inclusive, strength-based and designed to meet the individual goals of the people and community we serve.

The Manager of Client Services provides team leadership, programming expertise, stakeholder management all this while role-modelling services expectations. Additionally, you may be required to work various shifts to support operational needs.

The successful candidate will possess:

- A university degree in Health, Management or other related field.
- Effective managerial and leadership skills developed through several years of managerial experience and specialized training or education.
- Able to effectively manage quality supports and assurance measures; ensuring team members are providing high quality care and services to the people that we serve.
- A minimum of five (5) years' experience in a unionized not for profit or social services industry in a residential setting, or community supports working with persons with disabilities.
- Effective organizational and communication skills with the ability to maximize resources.
- Possess excellent problem-solving abilities, and utilize community network to contribute to positive outcomes for clients, as well as hold a valid driver's license and have access to reliable car
- An understanding of regulatory compliance practices, and the ability to adhere to organizational policies and procedures
- A strong leader and critical thinker with a great attitude

If this describes you and you are interested in learning more about this role, we invite you to submit a resume and cover letter to:

Human Resources Department
Community Living Hamilton
humanresources@clham.com
Fax: 905-528-5156

Posting closes **December 16, 2018 at midnight**
Or until the position is filled

Community Living Hamilton welcomes applications from candidates with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process. To learn more about us, visit: communitylivinghamilton.com/