



## **Client Services Coordinator – Calgary & Area**

Parkinson Association of Alberta (PAA) is a registered charity whose mission is to provide education, programs and services, information and advocacy, and to support research for people who are affected by Parkinson disease (PD).

Parkinson Association of Alberta is seeking an individual to fill a full-time (35 hours/week) permanent position as Client Services Coordinator for Calgary & surrounding areas.

Reporting to the Operations Manager located in the Edmonton office, the ideal person will require experience in providing direct services to clients, raising awareness and building relationships with stakeholders. Experience and skills in group facilitation, one-to-one and support counselling and case management is essential. Public speaking, computer proficiency and proven competencies in working with an adult population, are all necessary attributes for this position.

### **Qualifications:**

- You will have a degree or diploma in Social Work and 3 to 5 years of related experience in the non-profit sector
- Current First Aid certification

### **Duties and Responsibilities:**

- Facilitate, plan the content, format and coordinate support groups for individuals and families
- Build rapport with support group members and establish trust within the group
- Evaluate the groups in order to provide improvement to future support groups
- Provide support to enquiries via the provincial PD Helpline
- One-on-one support through a risk assessment or evaluation to establish an individual maintenance health plan
- Provide skills to explore issues, understanding and appropriate intervention either by information or referral and to ensure follow up with clients have received positive outcomes following intervention
- Volunteer management and inter-agency collaboration
- Through your ability in developing community relationships, make the appropriate referrals to health services, leisure facilities and other community agencies
- Implement, develop and deliver presentations to enhance public awareness / involvement to related professionals
- Collaborate in developing and implementing new programs and services
- Organize educational conferences and assist in organizing Parkinson Association of Alberta's Hope Conference for Parkinson's
- Assist in creating and distributing Client Services promotional and / or resource materials as determined by strategic planning
- Provide up-to-date programs & services information for the website
- Educate clients self-advocacy skills and techniques and be aware of PD advocacy issues and that they are reported to the to the manager and CEO

- Follow guidelines to advocate on behalf of and in partnership with clients
- Participation on committees and coalitions
- Gather client statistical information, reporting outcomes on programs and services
- Case management & data entry – emphasis on individual and family planning
- Maintain a high level of client confidentiality

**Skills Needed:**

- Experience working with and managing budgets
- Ability to communicate effectively, comfortable with public speaking, excellent attention to detail, strong organizational and multi-tasking skills
- Strong computer skills in MS Office applications and case management system (Sumac) data entry
- Ability to work flexible hours, including some evenings and weekends (if required)
- Confident decision maker and creative problem solver; with the ability to take initiative, coordinate with others and follow through in a fast paced environment
- Ability to work successfully as part of a team and independently

This position requires access to a vehicle and a valid driver's license. A criminal records check is a condition of employment.

**Please forward your cover letter, resume and salary expectations to one of the following:**

**Email:** [info@parkinsonalberta.ca](mailto:info@parkinsonalberta.ca)

**Enter in the subject line:** CSC YYC

**Fax:** 403-243-8283

**Mail:** Parkinson Association of Alberta  
Attn: Maria Iandolo, Executive Assistant  
102, 5636 Burbank Cres SE  
Calgary, AB T2H 1Z6

**This position will remain open until a suitable candidate has been found.**

**Parkinson Alberta is an equal opportunity employer. We would like to thank all applicants for their interest in this position; however, only those selected for interviews will be contacted.**