

## **Administrative Coordinator – respiteservices.com**

### **Part time Contract Position**

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The respiteservices.com Coordinator is a unique position within the Family Support Team. The Coordinator is responsible for the ongoing maintenance and oversight of the respiteservices.com database. Providing recruitment support and matching solutions through respiteservices.com is directed to families, support workers, and prospective families and support workers across the Durham Region. The program falls under the larger provincial network and is hosted via Durham Association for Family Resources and Support (DFR).

#### **Primary responsibilities**

- Serves as a point of contact for families, and to support workers inquiring about the site.
- Maintain contact and outreach to families, support workers, community partners and service providers regarding respiteservices.com and related events.
- Respond to family technical inquiries appropriately (online profile updates, passwords resets, website navigation and making referrals as needed); any other questions should be redirected as appropriate
- Screening supporters and maintaining accurate records (resume, interview, references and vulnerable sector police reference check).
- Facilitate orientation and training for supporters who have been successfully screened.
- Coordinate meet and greets for families and supporters if needed.
- Complete tracking and documenting processes including call logs.
- Monitor progress and provide updates to leadership.
- Communicate with Family Support Team for recruitment purposes.
- Demonstrate a positive, supportive and professional relationship with all staff, families, volunteers, other providers, and the community.
- Perform all duties and responsibilities in a manner consistent with DFR Mission, Values, Vision and Principles of Family Support.
- Submit invoices in a timely manner.
- Maintain strict confidentiality DFR business, its policies and procedures.
- Other duties, relevant to the position, shall be assigned as required.

#### **Qualifications:**

- Post-Secondary degree or diploma in Human Services Communications or related field required.
- Experience working with individuals living with a developmental disability in a direct support and/or family support capacity is considered an asset.
- Experience in project coordination.
- An ability to and an interest in working with families who are striving to support their family member in full and ordinary community.
- Excellent computer skills including Word, Excel, Publisher.
- Excellence in social media and new media options.
- Ability to communicate effectively both verbally and in writing.
- Able to work independently and as part of a team.
- Excellent organizational and administrative skills, and sound knowledge of office procedures.
- High standard of attention to detail.
- SRV theory and experience in implementation is preferred.
- Ability to work some evenings and weekends.
- Possess a clear vulnerable-sector police check.

**Application Process:**

Qualified candidates should email their **Cover Letter and Resume** to [HR@dafrs.com](mailto:HR@dafrs.com) no later than 4:30pm January 21, 2020.

We thank all applicants for their interest, however, only those considered for an interview will be contacted.

Durham Association for Family Resources and Support is an Equal Opportunity Employer committed to an inclusive, barrier free recruitment and selection process. If contacted for an employment opportunity, please advise if accommodation is required.