



# Complex Care House Coordinator - Job Posting

**Position Title:** Complex Care House Coordinator

**Position Type:** Part-Time (10-20 hours per week, per site)

**Wage:** \$25-\$27 per hour

## Posting Summary:

Pivot Point provides therapeutic homes for individuals with complex needs in the province of British Columbia. The Complex Care House Coordinator is an assistant manager role responsible for overseeing the daily operations and management of residential facilities. This role ensures a safe, clean, and supportive living environment for the resident of each home. The House Coordinator acts as a liaison between persons served, staff, and administration, providing guidance, support, and coordination of services to enhance the quality of our services.

**Are YOU** fully familiar with Complex Care Worker job responsibilities, including completing log notes, reviewing and signing communication book entries, and communicating with team members about shift coverage?

**Do YOU** understand facility management principles and are you familiar with health and safety regulations relevant to residential environments?

**Are YOU** knowledgeable in conflict resolution and mediation techniques, and can you handle emergencies and stressful situations calmly and effectively?

**Do YOU** possess strong organizational and time-management skills, excellent communication and interpersonal skills, and proficiency in basic computer applications such as Google Suite and proprietary case management software?

## Duties and Responsibilities

- Residential Management:
  - Oversee daily operations of the facility, ensuring a safe and welcoming environment.
  - Coordinate maintenance and repair services, ensuring timely and effective resolution of issues.
  - Monitor cleanliness and upkeep of common areas, organize regular cleaning schedules and inspections.
- Resident Support:
  - Meet and orient new clients to the "Service Location", coordinating all relevant intake documentation, and later, facilitate transitions out of the same site.
  - Serve as the primary point of contact regarding persons served at a specified "service location", addressing concerns, and providing guidance.

- Establish and communicate house schedules and coordinate with relevant team members.
- Communicate directly with management and/or clinical team to relay relevant questions and observations from CXC workers.
- Foster a sense of community through organizing and facilitating social, educational, and recreational activities.
- Help to mediate conflicts between residents (with clinical team support where appropriate) to ensure peaceful and respectful resolutions.
- **Administrative Tasks:**
  - Ensure the maintenance of accurate records of client information, incidents, and maintenance requests.
  - Host team meetings and maintain agenda & meeting minutes.
  - Prepare and submit weekly or monthly reports on the status of the facility and client activities as required by the funder.
  - Manage budgets for facility maintenance and client activities, help to oversee expenses; coordinate with program assistant(s) about client/house budgetary needs and grocery lists.
  - Assist with monitoring staff timesheets.
  - Coordinate with MANDT trainer to ensure house staff keep up with the schedule of MANDT practice drills (based on contents of BSP-SP).
- **Compliance and Safety:**
  - Ensure compliance with CARF standards for Residential Services.
  - Ensure compliance with all relevant health and safety regulations and policies.
  - Conduct regular safety inspections, safety drills and ensure clients and staff are familiar with emergency procedures.
  - Collaborate with personnel to maintain a secure living environment.
- Perform other related duties as required.

## **Qualifications**

- A degree/diploma in a relevant field (e.g., career or employment development, vocational rehabilitation, social work, psychology, human services, counselling, education, or human resources management) is preferred. A two-year diploma in a relevant field with 2 years experience in the same role will be considered.
- Experience working with children and youth with complex needs.
- Preference will be given to those who have 3 years relevant related experience, including 1 year supervisory or administrative experience (or equivalent combination of experience and education).

- Specific training in ABA for children with support needs, attachment-based parenting and relationship-based interventions (trauma informed practice) are crucial.
- MANDT and valid First Aid Certificate is mandatory.

## **Working Conditions**

- Willingness to work with clients who may exhibit challenging behaviors, including aggression.
- Willingness to follow safety protocols, including de-escalation techniques, regular team check-ins, and MANDT training.
- There is potential for workers to experience verbal aggression, such as swearing, or physical aggression, which could result in injury.

## **Why join the Pivot Point team?**

Pivot Point specializes in ***intensive therapeutic interventions*** for children, teens and adults with Autism and other diverse abilities. This might be YOUR opportunity to join a comprehensive clinical team in your community, so you can move YOUR career to the next level.

If you have a passion for helping individuals with diverse abilities and highly complex care needs, join Pivot Point so we can work together to create positive change!

**To apply, please visit <http://pivotpoint.ca/apply-now> to upload your resume and submit an application.**