

## CAREER OPPORTUNITY

**Lethbridge Family Services** is a private, non-profit organization operating since 1910. We are highly accredited and with more than 380 employees, the largest community social services organization in southern Alberta.

We offer a supportive, inclusive team environment with a strong commitment to work-life balance. We provide a competitive remuneration package, including a comprehensive benefit plan, generous vacation and personal time, and subsidized fitness memberships. We support your career through opportunities to learn and grow, including paid professional development opportunities, and on-the-job coaching and support. Our “family” culture supports many opportunities to participate in events including health and wellness challenges, social club activities, annual holiday parties and recognition events. Check out our website at [www.lfsfamily.ca](http://www.lfsfamily.ca).

<b>Position:</b>	Director, Home Services	<b>Department:</b>	Home Services
<b>Location:</b>	City of Lethbridge	<b>Hours:</b>	Full Time, Salaried

### Position Overview:

The director leads the Home Services department, fosters collaborative relationships within the organization, and ensures a high standard of client care. The director is responsible to lead, plan, and develop programs with a focus on continuous improvement and resource management.

In alignment with our core values, the director promotes a respectful workplace, treating everyone with dignity and performs their duties with integrity.

### Key Responsibilities:

- Foster a culture of excellence and continuous improvement, using data to identify areas for improvement. Implement improvement plan to achieve performance targets and positive client outcomes.
- Maintain current information regarding local, regional, provincial, and national development/trends in the home care industry. Ensure department procedures are up-to-date and comprehensive.
- Lead projects, manage client relationships, promote professionalism, and maintain confidentiality.
- Promote career development for all workers through training, professional development, and succession planning.
- Maintain high standards and uphold legal and contractual requirements.
- Develop and manage department budget.
- Monitor services for compliance with government standards, contractual requirements, and meet all reporting requirements.
- Foster current relationships with external stakeholders and develop new relationships and community partnerships.
- Works within decision-making authority and consults organizational and external experts as needed.

- Lead by example. Work collaboratively as a member of the senior leadership team and contribute to the strategic direction of the organization.
- Ensure delivery of high quality client care.
- Find opportunities for growth.

**Qualifications:**

- Current registration with CARNA preferred.
- Minimum of a bachelor's degree in nursing preferred, other post-secondary degrees and professional licenses considered.
- 5 years in a senior role in an organization of significant size, complexity and diversity.
- A demonstrated pattern of professional development.
- Record of achievement as a leader, including a diverse range of functions.
- Effective communicator with strong organizational skills, client-focused, and committed to providing excellent service.
- The ability to inspire, build confidence in others, and foster partnerships.
- Demonstrated ability to manage change and create innovative solutions.
- Strategic thinking.

**Email:** [humanresources@lfsfamily.ca](mailto:humanresources@lfsfamily.ca)

**Web:** [lfsfamily.ca](http://lfsfamily.ca)

**We thank all candidates for their interest, however, only those selected to continue in the process will be contacted. *Lethbridge Family Services is an equal opportunity employer.***

