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We select dedicated people just like you to care for our clients, those who offer compassion, knowledge and commitment to the treatment, progress, outcomes and lives of our clients. We are motivated to employ individuals who are passionate about what they do and, are naturally driven to uphold our client-centered approach, contribute to best-practice solutions and a desire to take their careers to the next level within Carewest.

We are one of Canada's largest public healthcare providers of complex continuing care, rehabilitation and recovery services, and a wide variety of community programs for seniors and adults under the age of 65. With 12 care locations across Calgary and a team of over 2,600 employees, we offer a diverse, interdisciplinary and expert community of health care professionals. Our innovative practices allow for optimal opportunities to learn, grow and excel with us.

Carewest has been recognized as one of **Alberta's Top Employers** for the past four years in acknowledgement for our commitment to promoting a strong work/life balance, providing competitive salaries & benefits, and the promotion of teamwork in a collaborative healthcare environment. If you share our vision and are dedicated to joining our growing team, please review our open positions and apply today!

## Client Service Manager

### Competition 2017-0665

Comprehensive Community Care (C3) Program – a unique, long-term maintenance and support program for seniors living in the community in Calgary. Integrated and coordinated care is provided by a 24-hour health care team through a medical health clinic, interdisciplinary day program, home support services, transportation, access to respite/treatment beds and emergency response telephone system.

#### Position Summary:

Reporting to a Director of Operations, this Regular Full Time position is responsible for oversight of the C3 programs at our Sarcee and Beddington locations. While maintaining a client-centered service delivery model, this position is responsible for working collaboratively with clients, families and staff to ensure positive program outcomes. This position is responsible for ensuring efficient and effective program operations, providing management oversight and direction to program staff including coaching and mentoring, program strategic planning, and ongoing quality improvement. In keeping with Carewest's Frame of Reference, key accountabilities include program planning and implementation of program principles and standards in alignment with operational priorities. Responsible for other related duties as required.

#### Qualifications:

- Bachelor's Degree in Nursing, allied health or a related discipline
- Current registration by licensing body (for health care disciplines)
- Current Basic Life Support – Health Care Provider (BCLS-HCP) certification
- Minimum 3-5 years relevant clinical experience required
- Excellent leadership, time management, prioritization, communication skills and commitment to quality improvement required

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