



# MONITORED EXCHANGE COORDINATOR

Monitored Exchange Coordinator- Family Access Services – 0.8 FTE (Sundays and some evening work required)

You have a strong sense of client service and are passionate about promoting the monitored exchange program. You enjoy coordinating, networking and developing relationships to provide parents with support, information and the resources they need. Your strong organizational skills, attention to detail and ability to bring a lot of moving parts together, gives you an advantage in direct service provision, conducting intakes, risk assessment, safety planning and scheduling

## WHAT MOVES YOU

- Being part of a committed team that provides services to parents from a respectful and strengths-based approach
- Connecting clients with information, support and referrals.

## WHAT YOU'LL DO

- Increase awareness and utilization of the monitored exchange program
- Make sure clients receive monitored exchange services that meet their needs from initial program contact to discharge
- Maintain ongoing exchange schedule ensuring all safety policies and procedures are adhered to
- Organize and maintains confidential files and documentation according to standards
- Maintain Family Access Services newsletter
- **Able to work evening hours and Sundays**

## WHAT YOU'VE DONE

- **Bachelor degree or diploma in human services or administration or equivalent with at least 2-3 years' experience in human services admin.**
- Experience working in the field of family violence and **solid** knowledge of trauma, family dynamics and custody and access issues.
- Great communication, documentation, case note and report writing skills
- Strong attention to detail, editing and proofreading skills, with proven ability to multi-task

**If you want to work to change lives, we want to meet you.**

Competition Number: **2019015**

**Deadline: February 11th / 2019**

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Apply today with covering letter, salary expectations and resume to [careers@ywcalgary.ca](mailto:careers@ywcalgary.ca)