



**Canadian
Accreditation
Council**

**Conseil
d'accréditation
canadien**

Support Coordinator

Background:

The Canadian Accreditation Council (CAC) is a national not-for-profit accreditation body operating in Edmonton, Alberta, offering accreditation to our standards for Health and Human Services.

Purpose of the position:

The Support Coordinator is an essential part of the CAC Support Services Department. Their role is to work with our client organizations, providing information about the accreditation process, answering questions about standards, and promoting quality services while demonstrating evidence-based practices. They are our client's primary contact with CAC and as such must have exceptional interpersonal skills with the ability to develop relationships with the contact people of our clients.

Scope:

The Support Coordinator reports to the Manager of Support Services and is responsible for providing support services. This includes maintaining the relationships with client organizations and CAC leadership to support the effective, efficient evaluation of programs and services.

Qualifications:

- Education – Human or Health Service-related degree or diploma is an asset
- Experience – must either have been a Reviewer, Team Lead or Administrative Reviewer for CAC or have at least 3 years of experience working as the primary accreditation contact for an organization that has been accredited by CAC
- Area of Experience – must have experience with child, youth and family programs in Alberta
- Additional Requirements
 - Skill with Microsoft Office Suite and Email Programs
 - Ability to create professional relationships with accreditation contacts of CAC's clients
 - Interpersonal skills and ability to work as a part of a team
 - Highly developed communication skills
 - Organizational skills, ability to multitask, highly motivated, and a strong attention to detail
 - Ability to make decisions and interpret the meaning of standards to apply to each individual organization

- High standard of ethics and confidentiality to handle sensitive information
 - Ability to speak French is an asset
- Equivalencies will be considered but are at the discretion of CAC

Duties:

- Organization liaison
- Support understanding and preparing for accreditation activities
 - Contact with organizations at defined intervals
 - Initial meeting with Organizations (either in person or virtually)
 - Ongoing supports, including monthly check-ins, contact prior to due dates, and assistance after the pre-site and onsite have concluded
 - Semi-annual contact with non-active files
 - Coordinate activities with other Support Coordinators
- Feedback and Consultation
- Training of client contacts in the accreditation process
- Significant travel may be required at any point in time and so the incumbent must be able to travel for the position (in accordance with any current or future COVID-19 requirements)

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The incumbent must have proficient knowledge in the following areas:

- Knowledge of CAC's standards and processes prior to hire is required
- knowledge of community health and human service organizations
- knowledge of organization governance
- knowledge of legislation related to community health and human service organization
- ability to maintain a high level of accuracy in preparing and entering information

Physical demands:

Normal demands associated with an office environment. The incumbent must have the ability to work on computer for long periods, and communicate with individuals by telephone, email, through videoconferencing, and face to face. **Significant travel will be required.**

Hours:

Monday to Friday, 35 hours per week. Hours may be outside of normal business hours if travel is required.