INTERNAL/EXTERNAL
Program Manager
Community Disability Services

Job Summary:
Ability Resource Association (known as Ability) values – authentic relationships, collective impact, courage, diversity, positive attitudes, meaningful opportunities, celebrating successes, health, wellness and safety.

The Program Manager (Services Director) shapes the future vision of service development and delivery aligned with Ability's vision, mission and values. They provide oversight and management of all client related programs to meet high professional standards. The Program Manager works collaboratively with external stakeholders, internal leaders, and staffing teams to ensure community disability services are supporting people to pursue opportunities and goals that are meaningful and impactful in their lives and build connections and relationships.

Key Job Responsibilities:
- Shape the future of program development and delivery
- Oversee and monitor delivery of programs for people with disabilities
- Support internal leaders to foster successful staffing teams
- Develop and administer policies and procedures (client services and human resources)
- Support supervisory staff in hiring, onboarding, and performance management practices
- Identify and support employee training and professional development opportunities
- Oversight of all Human Resource management for client services teams
- Promote a positive workplace culture
- Participate in professional networks and represent the organization
- Develop internal and external communications
- Use data management systems to track and report information
- Continue professional development in Community Disability Services and Human Resource Management

Minimum Qualifications and Attributes:
- Bachelor's Degree
- 5 years' experience in a supervisory role
- Value, respect and support the equal rights of all people
- Strong computer skills in Microsoft Office, proficient in Word, Excel and Microsoft 365 applications
- Strong verbal and written communication skills
- Strong interpersonal relations and conflict resolution skills
- Strong attention to detail and accuracy in documentation
- Use of vehicle for work required (multiple worksites in Lethbridge)
- Current Police Information Check with Vulnerable Sector Check, required upon hire

Bonus Qualifications, Experience, Skills:
- Supervisory and Leadership education and/or training certificates
- Human Resource Management training and experience
- Experience working with Government of Alberta human services funding sources/contracts

The position will offer you:

- Fulltime permanent position, Monday – Friday daytime hours, with occasional overtime and flexibility required
- Competitive senior management salary, commensurate with qualifications and experience
- Group health & dental benefit plan, including Employee and Family Assistance Program
- Life and Disability Insurance
- RRSP program
- 13 statutory holidays per year, 3 weeks' vacation per year starting, flex days, paid wellness and sick time
- Values-driven organizational culture, supporting the success of people with disabilities
- Work-life balance
- Company cell phone
- Business casual dress

About Ability Resource Association:
Ability Resource Association (known as Ability), in Lethbridge, Alberta, is a charitable non-profit organization that has been supporting the success of people with disabilities since 1953. This service organization is a unique combination of community disability services and social enterprise business operations, with a focus on teamwork, meaningful opportunities, and collective impact. This senior management position is part of a management team that oversees Community Disability Services and Human Resource Management functions of related staffing teams. Ability Resource Association experiences high staff retention rates, provides high-quality client services, and has a strong health & safety program. This position reports to the Executive Director. Please go to www.abilityresource.ca for more information about Ability Resource Association.

Please submit a cover letter and resume to careers@abilityresource.ca. Interviews will begin mid-May and candidates will be screened and interviewed on-going until a suitable candidate is found.

Please apply as soon as possible if interested and qualified.

All applicants are thanked for their interest. Only applicants offered an interview will be contacted.

Posted: April 22, 2026