



INTERNAL/EXTERNAL

Director of Services

Community Disability Services

Ability Resource Association is seeking an experienced Director of Services to provide senior strategic and operational leadership for Client Services and contribute to Association-wide planning, priorities, and organizational direction.

Reporting to the Executive Director and serving as part of the senior leadership team, the Director of Services works collaboratively with senior management to set priorities, strengthen organizational systems, and advance Association-wide goals. The role is accountable for translating Ability's mission, vision, values, purpose, and strategic priorities into effective service delivery, with direct oversight of Client Services and leadership of the Services Manager and assigned Team Leaders.

The Director of Services is responsible for the quality, effectiveness, and continued development of services and ensures they remain person-centred, safe, responsive, sustainable, and compliant with Association policies and procedures, funding and contractual requirements, CET accreditation standards, privacy requirements, and applicable legislation.

About Ability

Ability Resource Association is a charitable non-profit organization in Lethbridge, Alberta that has supported people with disabilities since 1953 through community disability services and social enterprise operations.

Our work is grounded in meaningful opportunities, inclusion, connection, and person-centred supports, with values that reflect authentic relationships, collective impact, courage, diversity, positive attitudes, health, wellness, and safety.

What You'll Lead

- Collaborate with the senior leadership team on Association-wide strategic planning, priority setting, policy development, resource planning, and organizational initiatives.
- Lead and oversee Community Access, Respite, and Employment Services, including service quality, staffing, performance, resources, and future service needs.
- Directly supervise, coach, and develop the Services Manager and assigned Team Leaders, strengthening accountability, performance, decision-making, professional development, and succession planning.
- Oversee Human Resources practices within Client Services, including recruitment, onboarding, employee relations, performance management, workforce planning, accommodation, corrective action, retention, and offboarding, while ensuring employees are appropriately qualified, trained, and supported in their roles.

- Ensure fair and consistent employment practices and compliance with Association policies and procedures, PDD and other funding and contractual requirements, CET accreditation standards, privacy requirements, and applicable legislation.
- Develop, review, and implement Client Services policies, procedures, and service practices, using documentation, data, reporting, and outcomes to guide decisions, manage risk, and improve service quality.
- Monitor staffing, budgets, service performance, and resource needs to support effective service delivery and responsible financial stewardship.
- Develop and oversee service agreements, funding proposals, and new or enhanced service models, identifying opportunities for partnerships, funding, and service development.
- Represent Ability and build effective relationships with funders, families, guardians, community partners, and professional networks that support inclusion, advocacy, and meaningful service opportunities.
- Lead change and promote accountability, collaboration, inclusion, professionalism, health and safety, risk management, and person-centred practice across Client Services.

What You'll Bring

- Bachelor's degree in Human Services, Disability Studies, Social Work, Recreation Therapy, Human Resources, Management, Education, Business Administration, or a related field is preferred. Equivalent combinations of education, training, certification, and relevant leadership experience may be considered.
- Minimum five years of progressive leadership, supervisory, management, or program administration experience.
- Demonstrated experience leading teams, developing leaders, managing employee performance and workplace issues, and overseeing programs or services.
- Experience in Community Disability Services, Human Services, Employment Services, non-profit services, or a related environment is an asset.
- Experience with Human Resources, PDD or other Government of Alberta-funded services, CET accreditation, quality improvement, or organizational change is an asset.
- Strong strategic thinking, planning, leadership, coaching, communication, conflict-resolution, organizational, and problem-solving skills.
- Sound judgement and the ability to make fair, ethical, and accountable decisions in complex situations.
- Ability to understand and apply legislation, organizational policies, funding requirements, accreditation standards, and operational requirements.
- Proficiency with Microsoft 365 and related workplace technology.

Other Requirements

- Valid driver's licence and reliable transportation for travel between Ability worksites within Lethbridge.

- Police Information Check with Vulnerable Sector Check satisfactory to Ability upon hire.
- Flexibility to respond to operational needs outside regular working hours when required.
- Ability to respond to urgent service needs and provide direct support when necessary and appropriately trained.

What We Offer

- Permanent, full-time senior leadership position with a primarily Monday to Friday daytime schedule.
- Group health and dental benefits, Employee and Family Assistance Program, life and disability insurance, and RRSP program.
- Three weeks of vacation to start, thirteen statutory holidays, flex days, wellness time, and sick leave.
- Business-casual workplace and a collaborative environment that supports meaningful work and work-life balance.

Commitment to Inclusion

Ability Resource Association is committed to an inclusive, respectful, and accessible workplace and equitable hiring practices.

How to Apply

Please submit your resume and **cover letter** to careers@abilityresource.ca.

Applications will be reviewed as received, and interviews will continue until a suitable candidate is selected. Only applicants selected for an interview will be contacted.