

New employees needed to help non-profit association

by Heidi Riley

Spinal Cord Injury Prince Edward Island is a not-for-profit organization which provides support to people with spinal cord injuries and other physical disabilities across PEI. They offer peer support, quality of life programs, and other services, depending on clients' needs.

The association has two year-round staff: Executive Director **Meagan MacKenzie** and Client Coordinator **Kim McClintick**. An extra 11 or 12 people are hired to work from April until June for their fundraising campaign, doing cold calls asking people to buy tickets to win cash and other prizes. Two drivers are also hired to drop off tickets and pick up donations.

"The people who typically work for us are a mix of students and retired people, but anyone is welcome to apply," says Meagan. "Four or five people return each year."

"We look for people with strong interpersonal skills, and the ability to work well with others and independently," says Kim. "Strong organizational skills and attention to detail are important. Previous call centre experience is an asset."

"Generally, the people we talk to on the phone are pretty friendly, because we have been doing this campaign for so many years," says Meagan.

Hours of work:
Monday to Thursday 5 to 9 pm,
Friday 5 to 8 pm
Saturday 10 to 1 pm.

"Drivers are not as difficult to find as callers. They are paid a set amount for each delivery. Good delivery drivers are eager and willing go back a second time if the person isn't home. Drivers also need to be organized and able to map their route to make delivery more efficient."

The fundraising campaign has been managed in-house by the association for the past five years. These jobs are crucial to the operation of Spinal Cord Injury PEI.

"A spinal cord injury is a major life-changing event," says Meagan. "We want to be able to offer as much support as we can. Our programs are very beneficial to our clients."



From left: Kim McClintick, Client Coordinator, and Meagan MacKenzie, Executive Director, Spinal Cord Injury PEI.

"This is a great association, and our staff are working for a good cause. I look forward to seeing our great group of people who come back every year. They are a good team to work with."

Job ads are posted on kijiji, Facebook and the association's website. To apply, send a resumé to mmackenzie@sci-pe.ca

For more information, call 902-370-9523

Visit www.sci-pe.ca



Residential services staff can be hard to find

by Heidi Riley

Queens County Residential Services Inc. (QCRS) is a not-for-profit organization that has been in operation for almost 40 years, delivering a range of programs and services to adults with intellectual and physical disabilities.

"There is an ongoing need for casual employees, and in the last few years we have hired 15 to 20 new union employees," says **Barb Mullally**, Program Manager.

"Our goal is to find trained people who are diversified and can work in a variety of different programs with a variety of different clients."

"We sometimes have difficulty finding people with the right mix of skills. There is also a growing need for male staff."

About the staff

There are about 144 staff members. Extra people are hired in the summer to staff the Summer Camp for youth. Most staff work full-time, and shift work may be required.

About 70 percent of employees have worked at QCRS for more than 20 years. "Our employee turnover is very low. Our increased hiring needs are as a result of program expansion."

Education/training required

All employees must have a grade 12 diploma and pass a criminal record check. Preference is given to graduates of the Human Services, Resident Care Worker or Youth Worker Program. "However, we do hire people with other backgrounds, such as psychology or social work. We have also hired newcomers who were trained as RCWs, LPNs or RNs in another country."

Most employees should have a driver's license and a driver's abstract, because they will often will be asked to transport clients to community activities.

A recently hired employee

Danielle Rice, Project Coordinator, has worked for QCRS for almost one year. Her position was created through the Graduate Mentorship program, funded through SkillsPEI.

She graduated with a Business Administration degree from St. Francis Xavier University. "I was looking for a career in my field, and noticed this position posted on Facebook," says Danielle.



From left: Danielle Rice and Barb Mullally, Queens County Residential Services.

"I was hired for a one-year contract, and after three months, they offered me a permanent position."

Her duties include HR, IT resolution, project management, overseeing repairs and maintenance, and many other tasks.

"I love working here. I originally did not see myself in the Human Services field, but now I am constantly learning more about people with disabilities, and I want to know everything about the programs and the HR side."

For more information, call 902-566-4470. To apply to **Queens County Residential Services Inc.**, email drice@qcrs.ca Visit www.qcrs.ca

For the full interview, visit www.employmentjourney.com and search **Queens County Residential Services**.

