

Service Coordinator, North Okanagan Better At Home Program

Maternity Leave Position

The Better at Home Program provides non-medical support services to assist seniors to live in their own home as long as possible. This is a collaborative position with the Program Development Coordinator. The Program Development Coordinator reports to the Executive Director (ED). The ED manages all budgets and personnel issues; however, the expectation is to keep the ED abreast of all changes, concerns and issues regarding the program.

Shared Duties with Program Development Coordinator

- Conduct intake interviews with seniors to determine their needs and suitability for the program
- Conduct volunteer interviews, reference checks, orientations and service coordination of volunteers
- Manage waitlists and inquiries to the program
- Coordinate services between clients and service providers
- Monitor email and voice mail for inquiries and program updates
- Maintain records and documentation to meet funder and organizational requirements
- Receive and track client payments
- Attend monthly meetings with the Program Manager for program organization, planning and continuity
- Organize yearly volunteer appreciation event

Administrative

- Create and mail out monthly invoices
- Collect and track client payments and respond to overdue invoices
- Maintain records and documentation to meet funder and organizational requirements
- Ensure database is in good working order for program's needs
- Ensure program has supplies and resources such as brochures, business cards, intake packages, volunteer handbooks, office space in Vernon and other communities etc.

Key Responsibilities and Duties

- Arrange and collect client impact stories
- Interact with other Better at Home Coordinators to share best practices
- Collaborate with the Program Development Coordinator on strategic planning
- Attend teleconferences, webinars and other professional development opportunities
- Maintain inventory of forms used

Core Competencies

- Demonstrated experience working with seniors (60 years and older)
- Experience working with volunteers

- Ability to provide effective leadership and supervision
- Ability to work in a team environment
- Experience with program design and implementation
- Strong written, listening and oral communication
- Strong computer skills and database management
- Ability to write reports and maintain documentation
- Strong organizational skills
- Professionalism, ethical behaviours, and respectful practices
- Commitment to continuous learning
- Demonstrated public speaking abilities

Qualifications

- University education or equivalent education and work experience in social services, gerontology or related fields
- Understanding/knowledge of seniors' issues and working with seniors
- Good knowledge of community resources
- Minimum 2 years' experience with program development and delivery
- Experience working in a non-profit environment an asset