

Community CONNECT Program Coordinator

NexusBC Community Resource Centre's mandate is to connect people to resources in order to promote a healthy and sustainable community. The purpose of this program is to advance education and promote wellbeing by being a one stop shop for equipping adults of all ages with supports, resources and referrals to promote wellbeing. This position is a part-time position (three days per week). The Coordinator reports to the Executive Director.

Key Responsibilities and Duties

- Investigate local community resources and supports for the program and create a means for accessing this information quickly and ensuring all information is current
- Support clients, through in-person visits, phone, email and virtual meetings to connect them to resources offered in the community - log these requests and provide follow-up phone calls when required
- Attend local meetings, and inter-agency meetings to become aware of the supports and resources in community
- Develop volunteer position descriptions, recruit, interview, onboard and train volunteers to provide navigation, support online applications for government benefits or housing subsidies, computer assistance and referrals to local services
- Schedule and supervise volunteers for quality service provision and maintenance of NexusBC's resource room
- Determine measurements of success and conduct evaluations with clients and volunteers on a yearly basis
- Source and organize workshops to support the populations we serve - wills and estate planning for example
- Manage waitlists and inquiries to the program
- Coordinate services between clients and service providers if/when necessary
- Monitor email and voice mail for inquires and program updates
- Maintain records and documentation to meet funder and organizational requirements
- Develop and maintain policies and procedures to match program needs
- Attend monthly staff meetings, program meetings and team meetings as necessary
- Participation in the organization of the yearly volunteer appreciation event
- Attend teleconferences, webinars and other professional development opportunities

Core Competencies

- Demonstrated experience working with multi-barrier populations and seniors
- Experience supervising and training of volunteers
- Knowledge of community resources and processes for intake
- Ability to provide effective leadership and supervision
- Ability to work independently with little direction

- 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
- Ability to manage program delivery
- Demonstrated public speaking abilities

Qualifications

- University education or equivalent education and work experience in social services, human service worker, social work, gerontology or related fields
- Understanding/knowledge of serving individuals with multi-barriers in the non-profit arena
- Good knowledge of community resources
- Minimum 2 years' experience with program development and delivery
- Experience working in a non-profit environment an asset