

Seniors Services Assistant

The Seniors Services Program Assistant provides support to the Seniors Services Coordinator.

Key Responsibilities and Duties

- Assist with the Seniors Services Program
- Provide coverage for the Seniors Services Coordinator in absences
- Orientate, train, schedule and oversee volunteers
- Assist in the maintenance of a clearinghouse of information on programs and services that benefit and are accessible to seniors
- Assist in the maintenance of housing lists and online community resources and supports for seniors
- Assist in providing a wide variety of information and assistance to seniors, their families and caregivers on benefits and services available
- Assist seniors in obtaining benefits such as SAFER, OAS, GIS, CPP and more
- Assist seniors in understanding their finances and how to set budgets if necessary
- Assist in coordinating an annual free tax clinic for seniors
- Coordinate special events to attract seniors and stimulate interests
- Participate as alternate on community committees as required

Core Competencies

- Exceptional customer service skills
- Computer-savvy techniques and skills
- Strong financial literacy skills
- Detail oriented (attention to detail is key as the work can affect a seniors income)
- Demonstrated ability to organize and problem solve
- Ability to establish links to community agencies and service providers
- Ability to work in a team environment
- Ability to communicate effectively in both oral and written form
- Professionalism through adherence to respectful practices and ethical behavior
- Ability to respond to public inquiries and complaints in an effective and timely manner

Qualifications

- Work-related experience with seniors
- Understanding and knowledge of seniors' benefits and issues an asset
- Strong financial literacy
- Computer skills including browser search techniques, drafting letters, filling out forms online, and updating online directories
- Education or equivalent experience working in an office environment
- Experience in outreach and marketing
- Exceptional customer service skills
- Strong interviewing and listening techniques
- Ability to make decisions independently within policy guidelines
- Experience handling incoming and outgoing telephone calls
- Working in a non-profit organization an asset