



Opportunity: Age Well At Home Coordinator

NexusBC Community Resource Centre is a non-profit organization with offices in Vernon and Enderby, BC. We have been serving the needs of our community for 35 years. We provide services for independent seniors, job seekers, newcomers to Canada and anyone who needs assistance with information and navigation. For more information, our website can be viewed at <https://www.nexusbc.ca>.

We are currently hiring for the role of Coordinator of the Age Well at Home program. This is a full-time opportunity, 30 hours/week, working out of our Vernon office. This program provides non-medical supports to assist seniors in the North Okanagan to remain in their own homes as long as possible. You will coordinate delivery of program services to participants, including participant intake, volunteer intake and training, service-provider recruiting and scheduling, data input, admin. and reporting.

In this role, you will join our current Coordinator to share the program workload. You will also work closely with the Program Manager, maintaining open communications about the program. The Program Manager will be responsible for budgets, contracts, funder liaison and personnel issues. This position is based in our Vernon office.

Key Responsibilities and Duties

Program Coordination

- Conduct intake interviews with seniors to determine eligibility, service needs and suitability for the program
- Conduct volunteer interviews, reference checks, organize criminal record checks, and orientations
- Enter client and service delivery data into program database
- Manage waitlists and inquiries to the program
- Build relationships with other service providers to create service delivery partnerships
- Coordinate service delivery and scheduling with volunteers 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 program meetings with the Program Manager
- Work with the Connect program to organize yearly volunteer appreciation event

Service Provider Recruitment

- Develop strategies and connections to service providers within North Okanagan communities
- Recruit and oversee service contractors
- Develop strategies for volunteer recruitment, retention and training

Communications

- Work with the Marketing Manager to develop program marketing, social media, print materials and advertisements
- Provide off-site education and outreach about the program in communities we serve
- Monitor and respond to email from clients, volunteers, and service provider communications
- Attend and provide updates to Community of Practice

Administrative

- Develop internal systems to administer the program and revise as needed
- Develop and maintain policies and procedures
- Conduct program evaluations with clients and volunteers
- 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

Program Growth and Professional Development

- Attend community events and meetings to promote the program
- Attend teleconferences, webinars and other professional development opportunities

Core Competencies

- Experience working with seniors preferred
- Experience working with and managing volunteers preferred
- Ability to work in a team environment
- Experience with program design and implementation considered an asset
- Strong written, listening and oral communication
- Proficiency with Microsoft Outlook, Word and Excel; database experience is a plus
- Ability to write reports and maintain documentation
- Strong organizational skills
- Professionalism, ethical behaviours, and respectful practices
- Commitment to continuous learning

Experience and Qualifications

- Relevant post-secondary education and/or equivalent work experience in social services, gerontology, customer service or related fields
- Understanding/knowledge of seniors' issues and working with seniors
- Knowledge of community resources considered an asset
- 2 years' experience with program development and delivery preferred
- Experience working in a non-profit environment an asset

You will be successful in this role if you like working with seniors, you are well-organized, have good computer skills and you like to contribute to the well-being of our elderly population.

NexusBC offers a competitive benefits package and an inclusive and collaborative work environment. The pay range for this position is \$24-\$26/hour, depending on skills and experience.

To apply, please send your resume and cover letter to pmyers@nexusbc.ca