Opportunity: Connect Program Coordinator

Come Join our Team!

At NexusBC, we help people connect to resources to promote a healthy community. We have offices in Vernon and Enderby, and for 35 years, we have been providing services for job seekers, seniors and almost anyone who needs assistance in their life's journey. You can find out more about us at www.nexusbc.ca.

We have an opportunity available for a Coordinator in our Connect Program, based in our Vernon office. The Connect Program assists individuals and promotes wellbeing by being a one stop shop for navigation, information, supports, resources and referrals. This is a full-time position, 4 days (30 hours) per week. The Coordinator reports to the Manager of Community Programs.

Key Responsibilities and Duties
Working closely with your co-Coordinator, your responsibilities will include:

- Gathers and develops program resources that can be quickly accessed for individuals in need
- Assists clients through in-person drop-in services, phone, email and appointments to help with applications, corrections and connect them to resources offered in the community
- Provides client follow-up as needed
- Enters client information and meeting notes in program database
- Attends local meetings, and inter-agency meetings to become aware of the supports and resources in community and develop relationships with other agencies
- Develops volunteer position descriptions, recruits, interviews, onboards and trains volunteers to assist in program administration and/or delivery of services
- Determines program evaluation and measurement criteria and conduct evaluations with clients and volunteers on a yearly basis
- Sources and organizes workshops to support the populations we serve
- Coordinates annual seniors' income tax program; includes recruitment, vetting and training of volunteers, venue coordination, managing documents according to privacy and confidentiality guidelines
- Manages workshop waitlists and inquiries to the program
- Monitors email and voice mail for inquires and program updates
- Maintains records and documentation to meet funder and organizational requirements
- Develops and maintain policies and procedures to match program needs
- Attends monthly staff meetings, program meetings and team meetings as necessary
- Participates in the organization of the yearly volunteer appreciation event
- Attends conferences, webinars and other professional development opportunities
- Other duties as assigned

Qualifications:

Education & Experience
- University or college education and/or an acceptable combination of education and work experience in social services, human service worker, social work, gerontology or related fields
- Understanding/knowledge of assisting individuals with multiple barriers in the non-profit sector
- Comprehensive knowledge of community resources and information
- 2 years' experience (preferred) with program development and delivery
- Experience working in a non-profit environment an asset

Core Competencies
- Knowledgeable of programs, subsidies and local client resources, particularly relevant to seniors
- Ability to work in a team environment
- 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

Please note: Clear Criminal Record check is required as a mandatory condition of employment.

NexusBC provides a competitive benefits package to full-time employees and an inclusive and collaborative work environment. We also offer professional development opportunities and your birthday off with pay! The pay rate for this position is $25-$28/hour.

To apply for this position, please submit your resume and cover letter to pmyers@nexusbc.ca. This posting will remain open until filled.

We thank all applicants; however, only those candidates selected for interviews will be contacted.