



Opportunity: Program Coordinator, Better at Home Program for Seniors

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.

The Better at Home program provides in-home support services to assist seniors to live in their own homes as long as possible. Services are delivered directly to seniors by a combination of contractors and volunteers. Better at Home services include light housekeeping, transportation, friendly visiting, light yard work and minor home repair. This is a 4-day per week position (30 hours/week) where you will work as a team with your Co-Coordinator in the program. The Coordinators manage the day-to-day program needs, including intake of program participants, volunteers, service scheduling and overall administration.

Key Responsibilities and Duties

Client Services

- Conduct intake interviews with seniors to determine their needs, eligibility and suitability for the program
- Oversee service housekeeping company recruitment and ongoing management
- Conduct volunteer intake interviews
- Coordinate service delivery and scheduling of volunteers and contractors
- Monitor email and voicemail for client calls, inquiries and program updates
- Maintain records and documentation to meet funder and organizational requirements
- Enter client and volunteer information into our database
- Receive and track client payments
- Maintain client confidentiality and privacy

Communications

- Communicate regularly with co-Coordinator to share client information, task completion and follow-up
- Work with the Marketing Manager to initiate and oversee program marketing in the community, on website and social media
- Provide progress reports to the Program Manager and United Way as required
- Conduct evaluations with clients and volunteers

Administrative

- Develop internal systems and procedures to administer the program and revise as needed
- Develop and maintain program policies and procedures
- 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 and Professional Development

- Participate in special projects and initiatives as needed
- Attend community events, trade shows and meetings to promote the program
- Attend teleconferences, webinars and other professional development opportunities



General Duties

- Contribute to organization of volunteer appreciation event
- Contribute to events and activities in the NexusBC Seniors Social Club
- Attend monthly NexusBC staff meetings
- Attend monthly meetings with the Program Manager to discuss program changes, successes and improvements
- Adhere to NexusBC policies and procedures
- Other duties as assigned

Core Competencies

- Experience working with seniors (65 years and older) preferred
- Experience working with volunteers
- Ability to provide effective program leadership
- Ability to work in a team environment
- Strong written, listening and oral communication
- Good computer skills in Microsoft Office products and database management (preferred)
- Ability to write reports and maintain documentation
- Strong organizational skills
- Professionalism, ethical behaviours, and respectful practices
- Ability to work to program guidelines within privacy and confidentiality protocols
- Commitment to continuous learning

Qualifications

- Post-secondary education and work experience in social services, gerontology or related fields; a combination of experience and education will be considered
- Understanding/knowledge of seniors' issues
- Comprehensive knowledge of community resources preferred
- Experience working in a non-profit environment an asset

Additional Requirements

- Clear Criminal Record Check for vulnerable sector

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 \$26-\$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.