



Caregiver Support Program Coordinator

At NexusBC, our mission is to “support individuals through practical resources and trusted services that enhance lives”. We have offices in Vernon and Enderby, and for 38 years, we have been providing services for job seekers, seniors, volunteers and almost anyone who needs assistance in their life’s journey. You can find out more about us at www.nexusbc.ca.

NexusBC is seeking a Coordinator for our Caregiver Support program to be based in our Vernon office. You and program volunteers will support the wellbeing and confidence of caregivers through 1:1 emotional connection, facilitated peer groups, providing educational resources and assisting caregivers as they navigate community and healthcare services.

This is a full-time position, 5 days/week, Monday to Friday 8am-4pm, 37.5 hr/week that reports to the Executive Director. You will work collaboratively with NexusBC program staff and the Marketing Coordinator to build awareness of the program and seek caregiver referrals. You will thrive in this role if you are compassionate, a good listener, and would love to support caregivers so that they can continue to help the individuals they care for.

Overview

The Coordinator will support caregivers in a manner that is inclusive and professional. It is anticipated that you will work with volunteers who will assist in delivering the program. Specific responsibilities include:

Primary Responsibilities

- Completes and documents caregiver intakes to fully understand each caregiver’s unique needs and develop individual support plans
- Provide regular one-to-one support for caregivers over the phone, in-person or online, whichever works best for the caregiver
- Create and lead Vernon caregiver support groups, and building a safe, confidential and inclusive environment for group members
- Identify other potential locations in the North Okanagan area where a need for caregiver support has been identified to assess the demand for additional caregiver support groups
- Work cooperatively and confidentially with referral sources and community contacts
- Liaises regularly with NexusBC program coordinators to become knowledgeable of community resources and where/how to access supports
- Makes connections with local health care and related professionals to secure guest speakers or host workshops that are of interest or are appropriate for caregivers
- Provides information and referrals to caregivers regarding available community supports

- Works with the Volunteer Services Coordinator to recruit, onboard and train volunteers who will assist the Coordinator in delivering caregiver supports
- Works with the Marketing Coordinator to design advertising/promotional materials for the Caregiver Support program according to United Way guidelines
- Perform administrative duties for the program, including maintaining statistics and preparing quarterly reports for United Way
- Liaises with local healthcare providers to promote the program, supplement caregivers' knowledge base about the disease/conditions they are supporting,
- Provides self-care resources and referrals to relevant service providers for caregivers

Additional Responsibilities

- Builds relationships and referral networks with community organizations and Interior Health
- Engages and participates in educational training for caregivers on topics such as healthy aging and other relevant subjects
- Participates in United Way Learning and Evaluation initiatives, including the Caregiver Coordinators' Community of Practice meetings
- Attends monthly meetings with the Healthy Aging team at NexusBC
- Complies with NexusBC policies and procedures including NexusBC code of ethics
- Maintains strict privacy and confidentiality procedures according to NexusBC protocols
- Participates in monthly NexusBC staff meetings
- Acquires additional training and professional development as appropriate
- Other duties as assigned

Qualifications and Skills

- Degree or diploma in social services, gerontology, health care, social work, or a related human services field; an equivalent combination of education, training and/or experience will be considered
- Comprehensive knowledge of community resources, services and programs preferred
- Two (2) years' experience (preferred) working with seniors and/or diverse populations
- Strong knowledge of seniors' issues and challenges related to healthy aging and social determinants of health
- Excellent listening, problem-solving and critical thinking skills
- Strong organizational skills
- Mid/high-level skills with Microsoft Word and Excel; experience using databases preferred
- Familiarity with the non-profit sector preferred
- Ability to obtain a clean criminal record check
- Workshop facilitation skills considered an asset
- Effective team player, with ability to set strong personal boundaries



NexusBC provides a competitive wage and benefits package to eligible employees, and an inclusive and collaborative work environment. We also offer professional development opportunities, free parking and your birthday off with pay! The pay range for this position is \$26-\$28/hour.

To apply for this position, please submit your resume and cover letter explaining how you are the best candidate for this position to pmyers@nexusbc.ca. This posting will remain open until filled, applications will be screened continuously.

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