

August 2022



JOB POSTING

SENIORS TRANSPORTATION AND INFORMATION & REFERRAL COORDINATOR

Utilizing a Community Development Approach, The Seniors Transportation Coordinator (Coordinator) is responsible for the development and delivery of or assistance with programs for seniors. Programs for which this position is directly responsible for include Seniors Transportation, Better At Home, and a seniors' information, referral and form filling clinic at multiple Burnaby Neighbourhood House offices.

General Duties and Responsibilities

The Coordinator will perform a wide range of duties, including the following responsibilities for the Seniors Transportation program:

- Organize and control
 - Ensure that activities operate within the policies and procedures of the organization.
 - Develop forms and records to document and support activities. Oversee the collection and maintenance of records on the clients of the programs according to the confidentiality/privacy policy of the organization.
 - In cooperation with the Finance Department, manage payments/subsidies for transportation clients
 - Identify and evaluate the risks associated with activities and take appropriate action to control the risks.
 - Organize and book clinics at multiple locations; develop and manage and appointment system.
 - Ensure appropriate promotions and advertising of services to the community.
- Client Services
 - Meet with clients (home visits) to ensure they have accurately completed necessary application forms
 - Ensure that clients have all necessary information to comply with program requirements; and collect the necessary documentation from clients to verify program eligibility.

 - Explain agency policies and procedures to clients as necessary.
 - Inform clients of additional programs and services which may be of benefit to them.

August 2022



- Manage the scheduling of requested rides, ensuring that clients' needs are met.
 - Manage the BSOS phone line and ensure that clients receive timely and appropriate information and referral.
 - Support form filling/Information and referral clinics
- Volunteer Management
 - Coordinate recruitment of volunteers for the programs.
 - Ensure appropriate screening and training for all volunteers.
 - Manage transportation program by matching volunteers to upcoming drives and coordinate delivery of the services.
 - Book volunteers for managing phone line and form filling/information and referral clinics
 - Ensure a recognition and retention strategy for the volunteers.
- The Coordinator will collaborate with Citizen Support Services and MOSAIC in the delivery of the Better At Home program in Burnaby. In this capacity, the Coordinator will:
 - Work closely with designated staff at Citizen Support Services to coordinate registration of potential clients for Better At Home.
 - Liaise with MOSAIC for clients with language or cultural barriers.
 - Coordinate financial assessments and training for financial assessments based on Better At Home subsidy criteria.
 - Assist with program development, delivery, reporting and assessment of the Better At Home project.

Qualifications

We are looking for equal parts education and experience that demonstrate:

1. Commitment to community building and empowering people.
2. Excellent interpersonal skills and a collaborative working style.
3. History of working to improve the lives of seniors and help them to live independently.
4. Knowledgeable about working with and managing volunteers.
5. Exceptional computer skills and proficiency in Office products such as Excel, Word, and Outlook; as well as experience in working with databases.
6. Outstanding communication skills both verbal and written.
7. Superb leadership and vision in managing working groups, major projects, and initiatives.
8. Confidence in working with partners, handling third-party contractors, and getting the job done.
9. Ability to prioritize and delegate in a fast-paced, diverse, community environment.
10. Additional languages would be an asset.

August 2022



Other Details:

- BIPOC and 2SLGBTQIA+ candidates are encouraged to apply
- Must have a valid Vaccine Passport

Reporting:

Program Coordinator reports to the Manager of Seniors' Services

Hours & Pay rate:

35 hours per week

Rate of pay between \$24.05 plus health benefits.

Deadline: until position is filled

Thank you for your interest in this position, however, only short listed candidates will be contacted.

To apply please email resume to: alexish@burnabynh.ca

Or mail to:

Burnaby Neighbourhood House
4460 Beresford St
Burnaby, BC
V5H 0B8

No phone calls please