

December 2023



## **JOB POSTING**

### **Seniors Community Connector**

The Seniors Community Connector will work with older adults who are referred from health care professionals and community partners to connect with community supports and services through referrals, applications, advocacy, and introductions. This role includes a diverse range of responsibilities – from conducting assessments and co-developing personalized wellness plans, to providing practical support to older adults and their families, to establishing, and maintaining relationships with people and organizations in the community offering supports to older adults.

The goal of this position is to assist older adults to age safely in the right place by providing them with the social connections they require and build and maintain partnerships and connections of community-based seniors services in Burnaby.

The Seniors Community Connector will work in collaboration with health care referrers and other Seniors Community Connectors in Burnaby and BC to create an environment where seniors at-risk of frailty will be able to access resources and support.

#### **General Duties and Responsibilities:**

##### ***Community Development***

- Builds and maintains networks within community and strengthens relationships within the community-based senior serving sector.
- Uses an asset-based community development approach to identify and mobilize individuals, and organizations providing and supporting older adults.
- Engages and participates in learning opportunities such as community of practices, planning tables or networking events.

##### ***Assessment and management of referrals***

- Connects, liaises, and establishes partnerships with local health care professionals to create and maintain referral pathways.
- Maintains an active caseload of seniors with short-term needs through referrals from health care professionals and community agencies.
- Prioritizes referrals to meet individual participant's needs.
- Understands hospital discharge procedures to assist with supporting seniors transitioning back home following discharge.
- Implements safety precautions when visiting seniors in the community, including their personal residence.
- Completes intake process to assess strengths, needs, abilities, and risks using motivational interviewing techniques such as active listening, conflict resolution and observing behaviour.
- Use various assessment tools to determine challenges, needs and risks related to healthy aging and develop routines, structures, and resource referrals to reduce risk of frailty.

- Interpret participants' complex physical requirements and social needs.
- Maintains a high level of confidentiality in all matters related to clients and community partners.

### **Wellness Plan development**

- Supports seniors to access appropriate range of activities and suitable community resources by developing individual wellness plans.
- Using a "what matters to you" approach, refers seniors to community-based services, observes and assesses the participant's engagement with resources including, for example, emotional, psychological, and functional status, and modifies activities to meet the participant's changing needs.
- Provides information regarding appropriate community resources to socially support the participant and their families.
- Effectively collaborates within Burnaby Neighbourhood House's and the community's Seniors Services to provide multidisciplinary care for the best interest of the senior.
- Assists with connection to a primary care provider.
- Engages and participates in educational training for seniors on topics such as healthy aging and other relevant topics.

### **Documentation of referrals**

- Documents participant's interactions, wellness plans, reports, and other administrative duties as required.
- Provision of follow-up notes to continuing community health care provider if requested.

### **Evaluation**

- Participates in evaluation of programs including collection of participant data, reporting at regular intervals, and attending communities of practices.

### **Qualifications:**

#### **Education, Training and Experience:**

- Bachelor's degree in social service or related Human Services field or a combination of relevant education and experience
- Strong knowledge of seniors' issues and challenges related to healthy aging.
- Experience working with seniors and diverse populations from different cultures and socio- economic backgrounds.
- Knowledge of the community resources, programs and services.
- Minimum two (2) years recent related experience.

#### **Job Skills and Abilities:**

- Demonstrated ability to connect with and support seniors.
- Demonstrated skills in the areas of crisis intervention and conflict resolution.
- Demonstrated ability to recruit and supervise volunteers.
- Strong collaborative skills and proven ability to establish and maintain effective working relationships with all internal and external contacts.
- Excellent written and oral communication skills and ability to clearly explain instruction to others.
- Ability to work independently with strong time management and organizational skills.
- Strong computer skills.
- Valid driver's license and reliable vehicle with appropriate insurance.

*Burnaby Neighbourhood House is a community driven and community funded agency located on the unceded territories of the Tsleil-Waututh (səlilwətaʔ), Kwikwetlem (kʷikwəʔləm), Squamish (Skwxwú7mesh Úxwumixw) and Musqueam (xʷməθkʷəy̓əm) nations with a unique focus on neighbours supporting neighbours.*



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- First Aid Certificate or willing to obtain

**Reporting:**

The Seniors Community Connector reports to the Manager of Seniors' Services.

**Hours & Pay rate:**

35 hours per week

Rate of pay: \$24.52 plus benefits.

**Other Details:**

- BIPOC and 2SLGBTQIA+ candidates are encouraged to apply

**Deadline:** January 15, 2024.

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

**To apply please email resume to:** [simoneg@burnabynh.ca](mailto:simoneg@burnabynh.ca)

**Or mail to:**

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

**No phone calls please**