



JOB POSTING

PART-TIME PROGRAM SUPERVISOR – Seniors Resource Navigation

The Burnaby Neighbourhood House, a community based social service agency is currently seeking a part-time Program Supervisor to join our seniors team to expand vulnerable seniors' access to supports resources, and government benefits. The Supervisor will support and work with a team of volunteers to set up form filling on-site clinics and drop-ins, and offsite clinics that provide one-on-one support to address individualized needs.

Key Responsibilities and Duties:

- Develops registration procedures and schedules form filling clinics at all 3 Neighbourhood House offices
- Assists seniors through in-person drop-in services, phone, email and appointments to help with form filling and connect them to resources offered in the community
- Collaborates with community partner agencies to implement off-site form filling clinics
- Transport devices (Laptops/iPad) to offsite locations and set up the technology for clinics
- Recruit, train and provide on-going scheduling and supervision of volunteers within on- and off-site Information & Referral Clinics
- With adult learning needs in mind, support the digital learning and access to internet of under-represented individuals
- Promote Neighbourhood House program philosophy by ensuring programs have the opportunities to interconnect and achieve participant integration across program areas
- Oversees the development, update, publication, and disbursement of resource navigation tools, translated in multiple languages
- Promotes awareness of service by producing promotional materials and attending community events
- Monitors information and navigation email and voice mail for ongoing inquiries
- Develops and maintain policies and procedures to match program needs
- Participates in the organization of the yearly Summer Social and Neighbourhood House Week events
- Attends local meetings, and inter-agency meetings to become aware of the supports and resources in community and develop relationships with other agencies
- Attends monthly staff meetings, program meetings and team meetings as necessary
- Maintains records and documentation to meet funder and organizational requirements
- Perform other duties as required

Qualifications:

- Degree or diploma in social service, non-profit management, community development or equivalent work/education experience
- 1-2 years experience working with seniors and/or volunteers
- 1-2 years administrative experience.
- 1-2 years event planning/coordination experience.
- Knowledge and awareness of issues surrounding diversity and multiculturalism.
- Knowledge and awareness of issues facing seniors living in community
- Excellent interpersonal, organizational and communication skills.
- Ability to be flexible and adaptable in the workplace
- Demonstrated experience with technology including database management and experience with Microsoft Office Suite (Excel, Word, and PowerPoint).
- Current 1st Aid and CPR certification.
- Current criminal record search.



- Second language (an asset).
- Food safe certificate (an asset).
- May include evenings and weekends

Other Details:

- BIPOC and 2SLGBTQIA+ candidates are encouraged to apply

Rate of Pay: \$24.09 per hour starting wage plus benefits

Please send resumes to simoneg@burnabynh.ca

Deadline : Open until filled

Start Date: ASAP

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