



## Community Services Coordinator

**Hours:** 35 hours per week

**Starting Salary:** \$24.00 per hour

### Benefits:

- Health benefits package (upon completion of probationary period)
- 3 weeks of vacation per year
- Support for professional development

**Reports to:** Manager of Community Services

### Mission and Vision

The mission of the West End Seniors' Network (WESN) is to enhance the quality of life of older adults by providing social, recreational, educational and supportive programs and services that foster connection and inclusion in the broader community.

The vision of WESN is a Vancouver community that supports and empowers older adults to live involved, healthy and fulfilling lives.

### Background

Founded in 1979, WESN provides a range of programs and services for older adults in the West End, Coal Harbour and Yaletown neighbourhoods of Vancouver. WESN has over 950 members, more than 300 clients, and three locations:

- Barclay Manor (1447 Barclay Street)
- Kay's Place (Denman Place Mall, 118-1030 Denman Street)
- Clothes and Collectibles Thrift Boutique (Denman Place Mall, 110-1030 Denman Street)

### Job Summary

Based at Barclay Manor, the Community Services Coordinator is responsible for the day-to-day administration and delivery of the following services for older adults:

- Better at Home (<http://wesn.ca/services/better-at-home/>)
  - Light housekeeping

- Transportation to and from medical appointments
- Minor home repairs
- Life Unlimited (<http://wesn.ca/services/life-unlimited/>)
  - Grocery shopping and delivery
  - Friendly visiting
  - Check-in phone calls and emails

## **Duties and Responsibilities**

### Service Delivery

- Coordinate the Community Services portfolio for over 250 older adult clients
- Receive referrals and connect eligible clients with appropriate services
- Process referrals and maintain regular contact with clients
- Screen clients and conduct intake appointments and home visits, and connect clients with volunteers or contractors
- Track service, client and volunteer information and statistics, and maintain appropriate records for funders and WESN
- Ensure timely and accurate invoicing of clients and oversee accounts receivable
- Maintain strong working relationships with funders and partners such as the United Way of the Lower Mainland, Vancouver Coastal Health, Providence Health Care, Modo, SPARC BC, grocery stores and other contractors and community agencies
- Represent WESN at external meetings
- Participate in Advisory Committee meetings and take meeting minutes

### Volunteer Coordination

- Maintain regular contact with and support approximately 50 volunteers
- Schedule volunteer shifts
- Assist with organizing orientation and training workshops for volunteers
- Participate in volunteer team meetings and take meeting minutes
- Assist with planning and implementing volunteer appreciation and recognition activities
- Provide coverage for volunteers as required

### Other Duties

- Participate in WESN staff meetings
- Assist with the day-to-day operations of Barclay Manor
- Assist with website edits, social media account management and graphic design
- Support other WESN program and service activities and events as required
- Carry out other duties as assigned

## **Qualifications**

### Experience, Education and Training

- Experience working with older adults with a range of physical and cognitive abilities
- Experience with delivering services for older adults
- Degree, diploma or certificate in gerontology, social work or equivalent education and experience
- Experience with data collection and data entry
- Experience in the community-based not-for-profit sector is an asset
- Experience working with volunteers is an asset
- Personal experience as a volunteer is an asset
- Experience with program evaluation is an asset
- First Aid, CPR and AED training is an asset
- Class 5 driver licence and FOODSAFE Level 1 certification are assets

### Abilities

- Strong interpersonal and communication skills
- Excellent oral and written English skills are essential (the ability to speak an additional language is an asset)
- Strong organizational, administrative and service coordination skills with attention to detail
- Strong analytical, problem-solving and time management skills
- Work independently and collaboratively with other WESN staff, programs and services, and other organizations
- Work with a large and diverse range of clients and volunteers
- Proficient with computer programs, including Microsoft Office (Word, Excel, Access and Powerpoint)
- Keep accurate records and maintain databases
- Act professionally with members, clients, their families, volunteers, and the general public
- Stay on task in a busy environment and shared office space with regular interruptions
- Proactive, flexible and positive when presented with a new task or challenge
- Remain calm and think clearly in stressful situations
- Lift and move furniture and other materials to accommodate service and site needs
- Experience with NewOrg, WordPress, SurveyMonkey, Adobe InDesign and other graphic design software is an asset
- Experience with social media (including Facebook, Twitter, Instagram and Hootsuite) is an asset

### Knowledge

- Issues and challenges older adults may experience
- Relevant government and community programs and services available to older adults

### **Conditions of Employment**

- Satisfactory completion of a criminal record check including the vulnerable sector.

- Normal working hours are scheduled between 8:30am to 5:30pm, Monday to Friday. However, working hours are flexible depending on operational requirements. The ability to work occasional evenings and weekends is required.

## **How To Apply**

Please email (in PDF format) your resume and cover letter to Hiring Committee at [jobs@wesn.ca](mailto:jobs@wesn.ca) by 4:30pm on Thursday, April 22, 2021. Applications will be reviewed as they are received, and interviews will commence before the closing date and be scheduled until the position is filled.

Only applicants invited for an interview will be contacted. No phone calls please.

*WESN is committed to our staff team reflecting the diversity of our community. As such, we encourage applications from older adults, persons with disabilities, BIPOC, persons of all sexual orientations and gender identities, and others who may contribute to the diversity of our staff team.*