



SOUTH VANCOUVER NEIGHBOURHOOD HOUSE

6470 Victoria Dr., Vancouver, BC V5P 3X7 ph: 604-324-6212 fax: 604-324-6116 website: www.southvan.org

Welcome Bienvenue Chào mừng Quý Vị Bienvenidos 환영합니다

Better at Home Coordinator Internal/External Job Posting Regular Part Time

South Vancouver Neighbourhood House (SVNH) is on the unceded, occupied, ancestral, traditional, and stolen homelands of the Coast Salish Nations, the x̣ʷməθkʷəỵəm (Musqueam), Skwxwú 7mesh (Squamish), and Səlíl̓wətaʔ/Selilwitulh (Tsleil-Waututh) Nations.

South Vancouver Neighbourhood House is looking for a Better at Home (BH) Coordinator. The position plays an integral part of the community-based seniors' services team and will work closely with colleagues to deliver wrap-around services that best meet the unique needs of each older adult. The role will be collaborative and provide leadership and support for the established Seniors Grocery Shopping, Frozen Meals, Friendly Visiting, and Yardwork programs, coordinating program volunteers and ensuring volunteers from all cultural backgrounds are recruited and retained to assist us in delivering these services. This is a hybrid work environment with the position reporting directly to the Manager of Community Based Seniors' Services.

Duties and Responsibilities:

1. Conduct client intakes for Better at Home programs and other Community Based Seniors Programs and Services.
2. Gather and send frozen meal orders to the Frozen Meals program lead.
3. Update the Frozen Meals online ordering form weekly.
4. Receive grocery orders from seniors and dispatch volunteers accordingly to fill shopping and prescription pick-up and delivery requests.
5. Track, collect and processes client fees for service based on the sliding scale.
6. Process program payments through PayPal.
7. Facilitate Friendly Visiting matches between seniors and volunteers providing support where needed to create successful connections.
8. Receive yardwork requests from seniors and dispatch yard workers accordingly to fulfill the requests in a timely manner.
9. Coordinate, recruit, orient, train, supervise and recognize program volunteers and ensure that they are well supervised, supported, and implement appropriate risk management guidelines to provide direct client services.
10. Promote Better at Home and other SVNH programs through outreach, in reach, social workers, case manager and other health care providers.
11. Build, develop and maintain effective networking and partnerships with colleagues, case managers, Community Connectors, volunteers, program participants, & other stakeholders.
12. Maintain client/program data collection systems and ensure that data is collected in a timely manner.
13. To be aware of community needs, gaps, trends and to share this information at team meetings and advocate as needed.
14. To attend staff team, volunteer meetings and actively participate in Better at Home Community of Practice meetings.
15. Participate in SVNH activities and perform other duties as required.

Building Better Neighbourhoods Together Since 1977





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Qualifications:

- Post-secondary education in a relevant discipline (e.g., gerontology, social work etc.).
- Good understanding of seniors' issues and how to work with challenges faced by older adults including those who are newcomers to Canada.
- Knowledge of community development principles, experience with anti-oppression frameworks and strength-based approaches.
- Demonstrated ability to plan and implement programs including appropriate policies and procedures for risk management.
- Minimum 2 years' experience working with seniors and culturally diverse communities.
- Volunteer management expertise: knowledge and skills in developing and implementing systems related to intake, screening, and assessment; ability to support and train volunteers.
- Strong English writing skills and ability to produce formal, anecdotal, and statistical reports.
- Strong computer knowledge and experience including Microsoft Office.
- Knowledge of relevant community resources, service providers and networks within South Vancouver.
- Ability to work independently and as a team member.
- Demonstrated ability to comply with policies and procedures regarding privacy and confidentiality.
- Valid first aid certificate (or willingness to obtain Level 1 Occupational first aid)
- Clean criminal record check.
- Ability to speak another language (such as Punjabi, Cantonese, Mandarin, Tagalog) an asset.
- Valid class 5 driver's license an asset.

Compensation: \$26.68 to \$28.08 per hour, depending on experience, 20 hours per week, Municipal Pension Plan, Extended Health and Dental benefits, vacation and sick leave, Employee and Family Assistance Program

Application Period: April 26 to May 10, 2024

Job start date: May 20, 2024

Please send cover letter and resume by email with subject heading Better at Home Coordinator to: shelley.jorde@southvan.org, Shelley Jorde, Director of Seniors Programs

ANHBC is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to apply. Only short-listed candidates will be contacted for an interview. No phone calls please.

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