



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 歡迎歡迎 Chào mừng Quý Vị Bienvenidos 환영합니다 ਜੀ ਆਇਆਂ ਨੂੰ

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

Internal Posting - Application Period: June 8 to June 12, 2026

South Vancouver Neighbourhood House is looking for a Better at Home (BH) Coordinator. The position plays an integral part of the 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 Seniors Grocery Shopping service, coordinating program volunteers and ensuring volunteers from all cultural backgrounds are recruited, trained and retained to assist us in delivering this service. This is a hybrid work environment with the position reporting directly to the Director of Older Adult Programs and Services working in person a minimum of one day per week.

Duties and Responsibilities:

1. Conduct client intakes for Better at Home programs and other Community Based Seniors Programs and Services.
2. Coordinate the Grocery Shopping program, includes receiving grocery orders from seniors and dispatching volunteers accordingly to fill shopping and prescription pick-up and delivery requests; tracking, collecting and processing/monitoring client fees through PayPal, budget monitoring, reimbursing volunteers for mileage and utilizing service based on sliding scale.
3. 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.
4. Promote Better at Home and other SVNH programs through outreach, in reach, social workers, case managers and other health care providers.
5. Build, develop and maintain effective networking and partnerships with colleagues, case managers, Community Connectors, volunteers, program participants, & other stakeholders.
6. Maintain client/program data collection systems and ensure that data is collected in a timely manner.
7. Support the preparation of quarterly funding reports.
8. To be aware of community needs, gaps, trends and to share this information at team meetings and advocate as needed.
9. To attend team and volunteer meetings and participate in Better at Home Community of Practice meetings when requested.
10. Participate in SVNH activities and perform other duties as required.

Qualifications:

- Post-secondary education in a relevant discipline (e.g., gerontology, social work etc.).

Building Better Neighbourhoods Together Since 1977



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- 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 Better Impact 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: \$28.87 to \$30.92 per hour, depending on experience, 15 hours per week working Monday, Wednesday and Thursday, 10am-3pm.

Application Period: June 8 to June 12, 2026

Job start date: July 6

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

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.

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