



JOB DESCRIPTION

Title: Information and Referral (I&R) Specialist (One year contract)

Hours of Work: Monday to Thursday, 8:30 am to 4:30 pm, 30.00 hours per week

*There may be changes in the hours and days of work based on operational needs

Probationary period: 4 months

ABOUT THE SOCIETY:

Seniors Services Society is a community-based non-profit charity located in New Westminister, B.C. We assist older adults who are homeless or at risk of homelessness with housing navigation and supports to help them live independently. In addition, we provide knowledge mobilization and supports to individuals and agencies supporting seniors provincially.

POSITION: Reports to the Navigation Team Lead. The **Information and Referral Specialist** is responsible for triaging all incoming inquiries, providing information and resources, and referring to internal and external resources as required.

KEY RESPONSIBILITIES:

- Accepts telephone calls from persons inquiring about services or seeking information.
- Briefly assesses client needs, identifies appropriate resources, provides necessary information, and identifies alternative resources for clients, as appropriate.
- Advocates on behalf of clients, providing follow-up and connection to community resources as needed. Maintains confidentiality of client issues and information.
- Maintains accurate client data records by collecting all appropriate demographics.
- Gathers resources and maintains an information database and keeps an inventory of brochures, pamphlets, etc., of services relevant for seniors and remains current on new resources.
- Attends resource-sharing meetings and community events, as assigned.
- Adheres to all operational standards as set by SSSBC.
- Other duties as assigned.

QUALIFICATIONS:

- Post-secondary education in any of the following: community social service, mental health and addiction or gerontology. Bachelor's degree preferred. (Equivalent life /work experience considered).
- Minimum two years' experience working with those who are homeless, living with mental health and/or addiction concerns; knowledge of systems that can lead to homelessness and/or poverty and community resources for seniors.
- Excellent interpersonal and communication (verbal and written) skills.
- Ability to speak on the telephone for long periods, good reflective listening skills. Sensitive to unique needs of senior clients. Personable, and tactful both in person and over the phone to interact effectively with a wide variety of people & situations.
- Ability to use a variety of software/word processing, data entry, report writing, desktop publishing and spreadsheet applications. Experience using standard office equipment.

- Ability to deescalate conflict and work under stressful situations. Non-Violent Crisis Intervention an asset.
- Criminal record check with vulnerable sector clearance required.

SUMMARY: The successful applicant will be a self-driven and motivated individual who can work under minimum supervision. They must be a team player, able to build positive relationships with co-workers, volunteers, clients, housing providers, and community stakeholders. Thorough knowledge of government and community resources and programs for seniors and those defined as, 'hard to house' a definite asset. The successful candidate will be a highly organized and detail-oriented creative problem solver who can work under stress and remain calm under tight timelines.

COMPENSATION: *Range of pay: \$37,440 to \$39,000/year based on experience plus 4% in lieu of paid vacation days. This is a one-year contract position: 30 hours per week, Monday to Thursday, 8:30 am to 4:30 pm. Contract may be extended pending funding.*

HOW TO APPLY: Please submit your resume and cover letter via e-mail or fax only, NO PHONE CALLS PLEASE to **Seniors Services Society of BC**, 750 Carnarvon Street, New Westminster, BC, V3M 1E7
Email: info@seniorsservicessociety.ca Fax: 604-520-1798 www.seniorsservicessociety.ca.
We thank all applicants for their interest; however, only qualified candidates will be contacted.

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