

## JOB DESCRIPTION

**Title:** Support Services Team Lead

**Hours of Work:** 37.5 hours per week, Monday to Friday 8:30am to 4:30pm, some evening and weekends as needed.

**Probationary period:** 4 months

**Society Profile:** Seniors Services Society is a non-profit agency located in New Westminister, B.C. which provides support services for seniors in New Westminister to live independently, as well as housing information across BC and outreach services for seniors in the Metro Vancouver.

**Purpose:** Within the vision and mission statements of the Society, reporting to the Programs Manager, **Support Services Team Lead** will be responsible for overseeing the Support Services Department and its programs which support seniors in New Westminister to live independent in their own home.

### Key Work Objectives:

#### Responsible for *Supervising* the Support Services Department including:

- Ensures the Department is operational, evaluated, resourced and reviewed annually,
- Trains, and oversees all Department staff, contractors and ensures a supportive and collaborative teamwork environment,
- Coordinates the Better at Home Programs and other programs as required,
- Conduct client intakes for the Department, either on-site or off-site, and liaise with services offered by the society,
- Assist with outcome reports to support the Department,
- Regularly holds team meetings
- Liaise with the Program Support Worker in assignment, support and scheduling of volunteers and students,
- Manage client relations, ensuring clients receive services in a fair and consistent manner,
- Liaise with external stakeholders and community for promotion and marketing programs,
- In conjunction with the Programs Manager, assume a shared leadership role with communications including Society representation at various committees and task forces and act as ambassador and expert on seniors support services issues,
- Ensure there are appropriate procedures in place for the Department,
- Ensures that Department and client files are accurate and current,
- Conduct Department related billing in conjunction with the Financial Administrator, and
- Other duties as operationally required

**Qualifications:**

- Minimum of 2 years experience in program management
- Minimum 2 years experience or education in social work, gerontology or social services,
- Ability to inspire, motivate, guide and support staff,
- Knowledge of programs and services available to seniors at the local, provincial, and federal levels,
- The ability to prioritize and multi-task,
- Excellent and dynamic interpersonal and communication (verbal, non-verbal, written and listening) skills,
- Advanced computer skills with Microsoft Office (Word, Excel, Access, PowerPoint, Outlook),
- Must be able to work both independently and as a member of a team,
- First Aid Certificate,
- Must be willing to conduct a new Criminal Record Check, and
- Ability to effectively balance work/life

**Job Details:**

This is a full-time position - 37.5 hours per week, Monday to Friday, 8:30am - 4:30pm, some evenings and weekends as needed.

Full benefits after 4 months. Rate of pay (Range: \$50,700 to \$54,600 annually) will be determined based on applicant's education, skill, and experience.

**To Apply:**

Please submit your resumé and cover letter via fax or e-mail only, **NO PHONE CALLS PLEASE**. Seniors Services Society of BC thanks all applicants for their interest, however, only qualified candidates will be contacted for an interview.

(Ms.) Gagan Grewal-Madaan,  
Administrative Manager  
Seniors Services Society of BC  
750 Carnarvon Street, New Westminster, BC V3M 1E7  
Email: [gagan@sssbc.ca](mailto:gagan@sssbc.ca)  
Fax: 604-520-1798 Web: [www.seniorsservicesociety.ca](http://www.seniorsservicesociety.ca)