



JOB DESCRIPTION

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

Hours of Work: Tuesday to Friday, 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 Westminster, B.C. We support 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: Within the vision and mission statements of the Society, reporting to the Navigation Team Lead, the **Information and Referral Specialist** will be responsible for triaging all incoming inquiries, providing requested information and resources, and referring them to internal and external resources as required.

KEY WORK OBJECTIVES:

- Accepts telephone calls from interested parties inquiring about services or information.
- Briefly assess client needs, identify appropriate resources, provide all necessary information, and identify alternative resources for clients, as appropriate.
- Advocate on behalf of the client with other agencies, when necessary.
- Conduct follow-up calls for clients.
- Tracks all incoming calls
- Maintain confidentiality of client issues and information.
- Gathers information about resources for seniors and maintain that information in a database program.
- Keeps an inventory of brochures, pamphlets, etc., of services relevant for seniors and remain current about new resources in the catchment areas.
- Provides support and education to seniors and clients.
- May assist seniors in accessing community support services.
- Assists in identifying services gaps and keeps supervisors/managers informed of such.
- Maintain accurate client data records by collecting all appropriate demographics.
- Attend resource-sharing meetings, fairs and other community events, as assigned.
- Assists in training others with information on community resources and services.
- Adhere to all operational standards as set by SSSBC.
- Perform other duties as assigned

QUALIFICATIONS REQUIREMENTS: KNOWLEDGE AND SKILL REQUIREMENTS

I&R

- Ability to deescalate conflict

- Ability to work under stressful situations
- Knowledge of computers and networking: Good computer skills
- Knowledge of office practices
- Communication skills to communicate with staff, seniors and community partners and outside agencies
- Software/word processing skills for data entry, reporting, word processing, desktop publishing, spreadsheets
- Equipment used includes phone, computer, printer, copy machine, and other standard office equipment

EXPERIENCE AND TRAINING:

- Post-secondary education in any of the following categories: community social service, mental health and addiction or gerontology. A bachelor's degree is preferred. Or equivalent life and work experience will be taken into consideration
- Minimum two years' experience working with those who are homeless, living with mental health and/or addiction concerns
- Knowledgeable in community resources for seniors
- Understanding of systems that can lead to homelessness and/or poverty
- Ability to balance work/life
- One-year previous experience using computers, word processing programs, telephone and data entry
- Ability to speak on the telephone for long periods
- Ability to collaborate with others as part of a team.
- Good listening skills.
- Knowledgeable about or willing to learn SSSBC services and programs.
- Effective written skills to accurately maintain client files.
- Pleasant, personable, and tactful verbal communication and telephone skills required to interact effectively with a wide variety of contacts & situations.
- Sensitive to the needs of seniors and clients
- Ability to present a positive impression of SSSBC and services to the public
- Non-Violent Crisis Intervention certificate an asset
- Must be willing to provide a criminal record check with the vulnerable sector clearance

OTHER KNOWLEDGE, SKILLS AND ABILITIES:

The successful applicant will be a self-driven and motivated individual who can work under minimum supervision. They must be 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 applicant will be a creative problem solver who can work under stress and remain calm under tight timelines. The applicant will be a highly organized individual who is detail oriented.

Range of pay is \$37,440 to \$39,000/year plus 4% in lieu of paid vacation days. This is a one-year contract position: 30.00 hours per week, Tuesday to Friday, 8:30 am to 4:30 pm*There may be changes in the days and hours to meet operational needs. Contract may be extended pending the funding availability.***