



750 Carnarvon Street, New Westminster, BC V3M 1E7 | Charitable Tax #: 801388547 RR0001
Phone: 604-520-6621 | Fax: 604-520-1798 | www.seniorsservicesociety.ca

Title: Support Services Program Coordinator - **Temporary Assignment**
Hours of Work: Monday to Friday, 08:30 am to 4:30 pm, 37.5 hours per week
Compensation: \$25 - \$27 per hour.
Probationary period: 4 months

Society Profile:

Seniors Services Society of BC is a non-profit charity located in New Westminster, BC, which provides support services for seniors (60 yrs+) in New Westminster to live independently, as well as housing information and navigation services across BC and outreach services for seniors in the Lower Mainland.

Purpose:

The **Support Services Program Coordinator** will primarily be responsible for recruiting and coordinating volunteer resources to ensure smooth service delivery and providing program coordination support to the Program Manager for Support Services.

Salary and Benefits

- Salary based on the applicant's qualifications, experiences, and skillsets.
- **Temporary Employees are excluded** - RRSP contribution matches up to 2% after 24 consecutive months of employment with the Society.
- Paid time off between Christmas and New Year's Day.
- Upon successful completion of probation, the following will be provided: (**Temporary Employees Excluded**)
 - Paid Day off for birthday day, and comprehensive group benefits plan.
 - Leave, paid time off.

Key Responsibilities:

Administration and Volunteer Coordination

- Monthly scheduling and supervision of all volunteers, ensuring adequate support and shift coverage
- In conjunction with the Program Manager for Support Services, identify the volunteer needs on an on-going basis, maintain and monitor web postings for vacant positions
- Recruit, interview, onboard and schedule volunteers to ensure smooth program delivery for the Society
- Provide necessary information on various resources to volunteers so that they are equipped to work with clients
- Maintain volunteer data for statistical purposes
- Plan and coordinate volunteer recognition opportunities with the Society
- Attend Community Events to promote volunteer opportunities with the Society



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- Provide administrative support at the reception desk as required, and schedule clients for Forms and Tax season
- Other duties as assigned by the manager

Program Coordination

- Conduct client intake for various programs such as Better at Home Program (Light Housekeeping, Medical Transportation, Grocery Shopping Assistance and Friendly Support Calls) and create client data files on the client management system
- Match clients with volunteers and/or service providers to deliver requested services
- Handle program related financial transactions when required
- In conjunction with the Program Manager for Support Services, manage overall service delivery and intervene when necessary (i.e. missed services, client's complaints, etc.)
- Maintain program related data for statistical purposes
- Assist with the event planning and coordination for the Society
- Other duties as assigned by the Manager

Technology:

- Microsoft Office 365
 - Calendar Management
 - Outlook
 - Power Point
 - Excel
- ZOOM/TEAMS
- Cloud Storage and File Sharing

How to Apply:

Please submit your resume and cover letter via email only.

NO PHONE CALL please.

Seniors Services Society of BC Thank all applicants for their interest; however, only qualified candidates will be contacted for an interview.

Contact:

Linda Geldenhuys

Email: lindag@ssbc.ca