

JOB DESCRIPTION

Title: Information & Referral (I&R) Specialist

Hours of Work: 22.5 hours/week

- Tuesday, Wednesday and Thursday, 8:30 am to 4:30 pm
- Possibility for increased hours due to organizational expansion in future

Probationary period: 4 months

Paid time off between Christmas and New Year, Day off on birthdays, contribution towards training/wellness after successful completion of the probationary period.

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 support to help them live independently. In addition, we provide knowledge mobilization services to individuals and agencies supporting seniors provincially.

POSITION: Within the vision and mission statements of the Society, reporting to the SHINE Manager, 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 for timely and appropriate services.

KEY RESPONSIBILITY AREAS:

Information and Referral:

- Accept telephone calls from interested parties inquiring about our services or information. Meet with drop-in clients and assess their service needs as appropriate.
- Briefly assess client needs, identify appropriate resources, and provide all necessary information, including facilitating seniors accessing community support services.
- Advocate on behalf of the client with other agencies, when necessary.
- Conduct follow-up calls for clients when appropriate.
- Maintain confidentiality of client issues and information.
- Provide support to seniors and clients as needed.
- Gather information about resources for seniors and maintain that information in a sharable database program.
- Keep an inventory of brochures, pamphlets, etc., of services relevant for seniors and remain current about new resources in the catchment areas.

Data Tracking and Reporting:

- Track and record all incoming calls and clients' interactions on the agency database.
- Assist in identifying services gaps and keep supervisors/managers informed of such.
- Maintain accurate client data records by collecting all appropriate demographics and produce reports when requested.

Other Duties:

- Attend resource-sharing meetings, fairs, and other community events, as assigned.
- Assist in training others with information on community resources and services.
- Provide a relief coverage for the reception desk when requested.
- Adhere to all operational standards as set by SSSBC.
- Perform other duties based on the operational requirements, as assigned.

KNOWLEDGE AND SKILL REQUIREMENTS:

- Ability to deescalate conflict and work under stressful situations.
- Pleasant, personable, and tactful verbal communication and telephone skills required to interact effectively with a wide variety of contacts & situations.
- Knowledgeable in community resources for seniors.
- Understanding of systems that can lead to homelessness and/or poverty.
- Ability to speak on the telephone and maintain good listening skills.
- Sensitive to the needs of seniors and clients.
- Effective written skills to accurately maintain client files.
- Knowledgeable about or willing to learn SSSBC services and programs.
- Excellent computer skills for Microsoft Office 365 suite (Excel, Word and Power Point).
- Ability to present a positive impression of SSSBC and services to the public.
- Ability to balance work/life.

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
- Non-Violent Crisis Intervention certificate an asset
- Valid First Aid certificate
- Must be willing to provide a criminal record check with the vulnerable sector clearance

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 \$28,800 to \$31,590/year based on the applicant's experience and skillset. This is a part-time position: 22.5 hours per week, Tuesday to Thursday, 8:30 am to 4:30 pm*There may be changes in the days and hours to meet operational needs. Currently, three days are Tuesdays, Wednesdays, and Thursdays of the week.***

TO APPLY: Please email your cover letter and resume to Linda Geldenhuys, Senior Manager, Administration and Support at lindag@sssbc.ca. No phone calls, please.

We thank all interested applicants. Only short-listed applicants will be contacted for interviews.

August 2025