



JOB DESCRIPTION

Title: Support Services Program Coordinator

Hours of Work: Monday to Friday 8:30am to 4:30pm, 37.5 hours per week

Compensation: \$52,650 annually – \$56,550 annually

Probationary period: 4 months

Society Profile:

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

Purpose & Strategic Alignment:

Reporting to the Support Services Program Manager, the Support Services Program Coordinator ensures smooth service delivery by recruiting and coordinating volunteer resources and providing program support. This role is essential in connecting volunteers, clients, and services across multiple active programs, including intake assessments, service coordination, and volunteer-supported initiatives.

Position Overview:

This role oversees volunteer management and program coordination to support seniors' services. The ideal candidate thrives in a collaborative, dynamic environment, is highly organized, and is passionate about community engagement and program delivery.

Key Responsibilities:

Volunteer Coordination:

- Schedule, supervise, and support volunteers across various Support Services programs (Forms & Tax Clinics, Friendly Support Calls, Grocery Shopping, Social Meal Programs, etc.).
- Identify volunteer needs with the Support Services Program Manager; maintain recruitment pipelines and web postings.
- Recruit, interview, onboard, and schedule volunteers for seamless program delivery.
- Provide volunteers with program information and resources to prepare for client interactions.
- Maintain volunteer data for reporting and continuous improvement.
- Plan and coordinate volunteer recognition events and attend community outreach initiatives.

Program Coordination & Service Support:

- Match clients with volunteers or service providers efficiently.
- Support service delivery by addressing missed services, client concerns, and urgent issues.
- Maintain accurate program data for internal and external reporting.
- Assist with planning and coordination of Society-led events and fundraisers.
- Manage work orders, client documentation, and subsidy/payment tracking.
- Assist with client intake assessments, including home visits for Light Housekeeping and other programs.
- Handle program financial transactions as required.
- Provide additional support to the Support Services Program Manager as needed, including tasks not specifically listed above.

**Job Details:**

- This is a full-time permanent position.
- 37.5 hours per week, Monday to Friday, 8:30am–4:30pm, some evenings and weekends as needed.
- Compensation: \$52,650 – \$56,550 annually. Salary will depend on the successful applicant's qualifications, experience and skillset.
- 4-month probationary period.
- This is an in-person position based at our New Westminster office; remote work is not available.

Benefits:

- Paid time off between Christmas and New Year.
- Birthday leave.
- Professional development and wellness support.
- RRSP matching up to 2% after 24 months of employment.
- Opportunities to contribute to meaningful work supporting seniors in BC.

Qualifications & Requirements:

- Passion for SSSBC's mission and values.
- Strong interpersonal, communication, and organizational skills.
- Experience in volunteer management, program coordination, or community engagement preferred.
- Proficiency with Microsoft Office 365, Teams, and internal databases.
- Valid BC Driver's License and access to a reliable vehicle.
- Clear Criminal Record Check including vulnerable sector clearance.

How to Apply:

Please submit your resume and cover letter to **admin@sssbcc.ca**.

Deadline: Open until filled.

Note: Only shortlisted candidates will be contacted. No phone calls, please.