

# LOWER SIMILKAMEEN COMMUNITY SERVICES SOCIETY

**Job Title:** Volunteer & Seniors Services Program Coordinator - Relief

**Benchmark:** 82900, Program Coordinator 1      **Classification Grid:** 30

**Immediate Supervisor:** LSCSS Executive Director      **Bargaining Unit:** UFCW Local 1518

## POSITION SUMMARY

As a non-profit charitable organization, Lower Similkameen Community Services Society's mission is to promote and provide excellent programs that enhance the quality of life by continuing to improve the social conditions, housing, health and education of our citizens. LSCSS is proud to be a provider of affordable homes a diversity of services that contribute to the wellness of individuals and families.

Our Volunteer and Seniors Services Coordinator contributes to achieving LSCSS's mission by managing the delivery of programs and services that assist community members to live independently in their own homes by providing non-medical supports with day-to-day tasks, along with a broad range of volunteer services to the greater community.

The Program Coordinator implements and coordinates the day-to-day operation of the Volunteer and Seniors Services, including but not limited to: Meals on Wheels, Volunteer Driver, Friendly Visitor, Volunteer Tax, and Better at Home programs. Recruits, trains, places, supports, schedules and supervises volunteers and Better at Home Staff. Conducts client intakes, needs assessments, service plans, makes appropriate referrals, and follows up on implementation. Communicates with clients in order to facilitate program service delivery. Monitors and authorizes expenditures in accordance with established procedures. Maintains records and statistics and produces reports as required.

The Relief Coordinator will provide full-scope coverage for the Volunteer & Seniors Services Coordinator's sick and vacation leaves, and as may be required by operational needs.

## KEY RESPONSIBILITIES

1. Implements programs to meet pre-established goals and objectives as set out by Contract and Funder requirements. Ensures contractual compliance, and service and reporting per the Contract.
2. Maintains accurate records of: volunteers; schedules; clients, activities and provides reports to the Executive Director, Board and funding partners.
3. Assists in the preparation of the program budget, monitors expenditures, and assists with required financial documentation.
4. Provides input regarding policies, procedures, goals and evaluation of the programs.
5. Recruits, interviews, selects, trains, and orients volunteers. Coordinates informal gatherings for volunteers.
6. Supervises volunteers and collaborates in the supervision of staff by performing duties such as assigning work, providing feedback and evaluation, determining training requirements, orienting new staff and volunteers, and maintaining timekeeping and attendance records. Resolves staffing problems, including calling in staff to ensure appropriate staffing levels. Follows up on complaints and takes appropriate action.
7. Conducts orientation of Meals on Wheels, Volunteer Driver, Friendly Visitor, Volunteer Tax, and Better at Home programs, explaining the rules and boundaries of the programs to new and potential clients and volunteers.

8. Communicates with clients and volunteers in-person, by telephone or by mail in order to determine and provide services for client requests.
9. Conducts in home assessments for Better at Home eligibility
10. Develops and implements volunteer recognition programs.
11. Maintains contact and consults with community groups, agencies, and volunteer organizations to identify trends, needs, and priority issues, as well as to promote interest, participation, and support for the program.
12. Performs public relations and promotion activities such as preparing public relations material and advertisements, liaising with community groups, and arranging media coverage of events.
13. Provides general administrative support in the LSCSS office.
14. Performs basic reception duties for the Society
15. Attends staff meetings and training events.
16. Possesses a high level knowledge of the Society's programs for the purpose of directing phone calls and walk ins to the appropriate Coordinator.
17. Performs other related duties as assigned

**Qualifications:**

Typical Education, Training and Experience

- Diploma in Community Society Service
- Education or experience in office administration
- Two years recent experience in community-based program delivery; or the equivalent combination of post-secondary education and experience in an applied Human/Social Service Field
- Or an equivalent combination of education, training and experience
- Clearance through the Criminal Records Review Program is required
- BC Class 5 Driver's licence and access to an adequately insured reliable vehicle for work purposes

Typical Skills and Abilities

- Leadership and supervisory skills
- Excellent communication skills (verbal & written)
- Strong computer skills, including word processing, spreadsheet, publishing and database entry
- Ability to plan, organize and prioritize
- Flexibility and adaptability in a dynamic and changing workplace
- Ability to maintain clear and accurate records
- Ability to work both independently and co-operatively
- Ability to establish and maintain rapport with clients
- Ability to stay calm and focused with difficult clients
- Conflict resolution skills
- Maintain strict client confidentiality
- Physical ability to carry out the duties of the position

Revised Job Description Drafted: August 11, 2022

Approved: