

Position: Home Supports Coordinator

Program: Seniors Home Supports Program

Reports to: Executive Director – South East Edmonton Seniors Association

South East Edmonton Seniors Association is a busy activity centre for seniors in the S.E. area of Edmonton. Our Mission: To provide programs and services that will help seniors maintain and enhance their quality of life.

SEESA is searching for an experienced, reliable and task-oriented Home Supports Coordinator. The successful candidate will work directly with the Executive Director and will be responsible for performing a number of administrative duties. The ideal candidate is highly self-motivated, professional, and capable of managing their work load and prioritizing tasks.

OVERVIEW of the POSITION

This position is responsible for developing/delivering the Edmonton Seniors Home Supports Program. Responsibilities include developing and implementing a plan for providing excellent customer service, innovation in service delivery and communicating with community partners. This includes working with contracted companies and community groups, clubs and community leagues.

Day-to-day operations could include office volunteer training and supervision, handling calls when volunteers are not available and/or there is a heavy work load and problem solving as required.

RESPONSIBILITIES:

Area of Responsibility	Tasks
Program Operations	<ul style="list-style-type: none">• Implement policies, procedures and program development strategies as outlined in the SHSP Resource Manual• Provide information, referral and support to seniors and/or their family members regarding home supports;• Work with Outreach workers/programs to provide information and referrals concerning any subsidies or additional support needs;• Consult with other Home Support Coordinators and the ESCC to better coordinate the SHSP program to seniors;• Screen Service Providers to add to the program;• Provide tips and or training to service providers and

	<ul style="list-style-type: none"> community groups; • Facilitate conversations between clients and Service Providers when appropriate or required; • Provide clients with information on the process for filing a complaint when required; • Advocate on behalf of seniors when appropriate or required; • Respond to requests for services as required; •
Program Development and Administration	<ul style="list-style-type: none"> • Ensure excellent customer service for all aspects of the program; • Monitor client outcomes; • Develop and implement a district marketing plan; • Develop effective community collaborations; • Develop, implement and evaluate a plan to meet current and expected demand for services that are within the scope of the program; • Develop Home Supports presentation and materials for the district; • Oversee the updating and maintenance of the ABCD database system; • Provide monthly and annual statistical reports; • Develop tools for program use as required. • Work with ESCC staff where appropriate in their role as the back bone organization
Volunteer Coordination	<ul style="list-style-type: none"> • Provide ongoing support and encouragement to office volunteers in the program; • Assist the Volunteer Coordinator in assessing volunteer suitability; • Coordinate training and supervision of Home Supports volunteers; • .
Other Duties	<ul style="list-style-type: none"> • As required and/or assigned.

QUALIFICATIONS

- Experience in the Human Services field;
- Experience working with older persons and volunteers;
- Experience working for a non-profit organization.

SKILLS and EXPERIENCE

- Experience with program development;
- Experience in community collaborative style of work;
- Experience working with older persons and volunteers;
- A clear understanding of older persons' issues and their need to access assistance that enables them to remain in their home;
- Knowledge of types of resources available to older adults regarding access to assistance that enables them to remain in their home;
- Excellent interview, assessment, communication and presentation skills;
- Knowledge of community resources and services related to older people and care providers;
- Excellent planning, writing and organizational skills;
- Computer literate, including familiarity with Windows, Microsoft Word, Access and Excel;
- Self-motivated and able to work as part of a team.

HOURS OF WORK

25 hours/ week -

Job Posted December 21, 2018 – Closing date January 11, 2019, 4:30pm. Please send cover letter and Resume to: Kimberly@seesa.ca

We thank all applicants for their interest; however only those individuals selected for an interview will be contacted.