



JOB DESCRIPTION

January 2022

JOB TITLE: Coordinator, Better at Home Program

Hours: Contract position, 33.5 hours per week at \$26.50 per hour, working Monday through Friday.

Reports to: Executive Director

Job Summary: Capital City Volunteers (CCV) is working in partnership with the James Bay Community Project (JBCP) as lead agency for the Better at Home Program within the Municipalities of Victoria and Oak Bay, to provide the following services to seniors: transportation to medical and non-medical appointments, light housekeeping and minor home repairs. This position coordinates contractors to provide housekeeping services and works with the Coordinator of Volunteers to provide drives to appointments by volunteers. It also works in conjunction with the Outreach Workers from CCV and JBCP, monitors participants' receipt of these services and meets all the reporting and monitoring requirements of the funder (United Way of BC).

Duties and Responsibilities:

A. Program Management and Coordination

- 1) Develop, coordinate and promote relevant nonmedical services to seniors in the municipality of Victoria and the municipality of Oak Bay
- 2) Provide leadership in planning, organizing, implementing and evaluating the program
- 3) Establish systems for administering, managing and monitoring services and program outcomes
- 4) In collaboration with JBCP's Manager of Communications, create and update marketing materials (as necessary) and update information on the program for the CCV and JBCP websites, campaign letter and Facebook
- 5) Manage the program's budget and monitor fees, donations and in-kind contributions
- 6) Document and evaluate the progress of work through monthly reports to the Executive Director and JBCP & CCV Boards of Directors
- 7) Complete all required funding applications and reports
- 8) Maintain the related database and fulfill the ongoing reporting and documentation requirements of the funder.
- 9) Manage and support over 40 volunteers
- 10) Manage a housekeeping contract, housekeeping participants, and housekeeping subsidies
- 11) Schedule medical and non-medical volunteer drives for participants

B. Community and Stakeholder Engagement

- 1) Work with staff, the Executive Director, the partner agency in Oak Bay and United Way liaison staff to shape the program design, implementation and evaluation
- 4) Network with other agencies to promote the Better at Home services offered through CCV and JBCP, and to identify/implement potential collaborations
- 5) Work collaboratively with community partners to further seniors' independence
- 6) Participate in knowledge transfer by participating in Better at Home meetings and in the online community.

C. Contractor Management

- 1) Working with the Outreach Workers, determine prospective participants' eligibility for the Better at Home services provided
- 2) Provide program information to prospective Better at Home participants, and monitor their satisfaction with the services
- 3) Recruit, screen, orient, train, monitor and manage contractors to provide the Better at Home services.

Perform other related duties as required.

Qualifications:

Education and Experience

- Undergraduate degree in a relevant discipline (e.g. social work, psychology, community development, geriatrics, etc.) or equivalent education and experience
- Recent, related experience of at least two years
Or an equivalent combination of education, training and experience
Or other qualifications determined to be reasonable and relevant to the level of work.

Knowledge, Skills and Abilities

- Ability to plan, organize, coordinate and prioritize
- Ability to communicate and engage effectively with diverse participants, staff, contractors and other community members in an appropriate, respectful and patient manner
- Demonstrated administrative, financial management, record-keeping and reporting skills
- Ability to participate effectively as a team member
- Ability to work independently and in cooperation with others
- Ability to analyze and resolve problems
- Strong computer knowledge including Office Suite and custom online reporting tools
- Knowledge of community resources, agencies and programs desirable