

JOB DESCRIPTION

Title: PROGRAM SUPPORT WORKER

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

ABOUT THE SOCIETY:

Seniors Services Society is a non-profit agency located in New Westminister, B.C. which provides support services for seniors in New Westminister to live independently, as well as housing information across BC and outreach services for seniors in the Metro Vancouver

POSITION:

Within the vision and mission statements of the Society, reporting to the Support Services Lead, **Program Support Worker** will primarily be responsible for triaging all incoming calls and service requests for Society's programs and services, screening and coordinating volunteer resources to ensure the smooth service delivery and providing program coordination support to the Support Services Lead.

KEY RESPONSIBILITIES:

- Triage all incoming calls and service requests for the Society's programs and services,
- Provide Information and Referral Services and direct complex cases to the appropriate department for further actions,
- In conjunction with the Support Services Lead, identify the volunteer needs on an on-going basis, maintain and monitor web postings for vacant positions,
- Recruit, interview, onboard and schedule volunteers to ensure smooth program delivery for the Society,
- Maintain Information & Referral and Volunteer related data for statistical purposes,
- Plan and coordinate volunteer recognition events and activities throughout the year,
- Attend Community Events to promote volunteer opportunities with the Society,
- Provide program coordination and delivery support to the Support Services Lead, and
- Other duties as operationally required.

QUALIFICATIONS:

- Minimum of 2 years' work experience in the not-for-profit sector in program coordination and/or volunteer management,
- Post-secondary education in Social Work, Social Services or Gerontology,
- Excellent written and oral communication skills.
- Superior organizational skills with the ability to multi-task, prioritize workloads, and meet deadlines.
- Advanced computer skills for Microsoft Office (Word, Excel, PowerPoint, and Outlook).
- Must be able to work both independently and as a member of a team
- Ability to use discretion and maintain strict confidentiality
- First Aid Certificate or willing to train
- A valid Class 5 Driver's License,
- Criminal Record Check with the Vulnerable Sector clearance, and
- Ability to effectively balance work/life

JOB DETAILS:

- This is a full-time position – 37.5 hours per week, Monday to Friday, 8:30 am – 4:30 pm, some evenings and weekends as needed.
- ***Salary range is \$39,000-44,850/year. A competitive benefits package is included after the three-month employment probation review. This is a full-time regular position: 37.5 hours per week, Monday to Friday, 8:30 am to 4:30 pm.***

Contact:**Grace Boateng-Ayedzi****Operations Manager**

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