



Senior Support North Vancouver Island

Employment Opportunity: Better at Home Coordinator **Campbell River and Region**

The Campbell River Better at Home program provides a variety of non-medical supports to seniors to assist them to live independently in their own homes. The Program Coordinator is responsible for the overall daily operations of the program and works closely with the SSNVI team, and other community partners to identify the needs and preferences of seniors in Campbell River and Region, and to plan, implement, and monitor the services accordingly. The Program Coordinator reports to the Executive Director.

Roles and Responsibilities:

The Coordinator ensures the efficient and effective functioning of the Campbell River and Region Better at Home program by:

- Managing the daily operations of the program, ensuring that the services are delivered according to plan, budget, and quality standards,
- Conducting in-home needs assessments for individuals and work collaboratively to develop individual plans of service,
- Working collaboratively with the team and other community partners to address client needs,
- Coordinating the service delivery of the program, including assigning tasks, scheduling contractors, and resolving issues that may arise,
- Monitoring the program performance and outcomes, collecting feedback, tracking data, and preparing reports,
- Maintaining and updating records of program activities and participants, ensuring confidentiality and compliance with standards. Completing all required documentation in a timely manner,
- Actively participating in the provincial Healthy Aging Community of Practice and related events,
- Helping to coordinate and support a Campbell River Seniors Leadership Table,

- Liaising with local stakeholders to build community capacity and maximize program resources, and to enhance service delivery in the community,
- Under the direction of the Executive Director, ensuring that positive public relation contacts with the media and community are maintained and promoted,
- Maintaining inclusive quality service environments which provide participants with respect, and value their choices and abilities,
- Performing any related duties which may be assigned and/or required to maintain the operations and integrity of the program.

Qualifications:

- Degree or diploma in human services or related field or a combination of education and work experience in community development, aging services and/or other relevant field.
- Proven leadership experience.
- Previous experience and interest in working with a diverse community, including different cultures, socio-economic backgrounds. Familiarity with seniors' issues and the challenges some seniors face due to age-related illnesses or disabilities.
- Familiarity with government and other social, financial and health-related services and programs available to older adults.
- Well-developed interpersonal, communication and facilitation skills and self-awareness and social awareness related to bias or judgement in working with people who have mental health issues, inadequate income, substance use, etc. where people are both discriminated against and under-resourced in our society.
- Able to work collaboratively with other groups and organizations in order to maximize service delivery to seniors in our catchment area.
- Excellent administrative, organizational and time management skills including experience with data collection and reporting systems.
- Ability to work independently.
- "Can-do" attitude and an ability to be proactive, innovative and flexible when faced with a new task or challenge.

Requirements

- Provide a satisfactory BC Ministry of Justice Criminal Record Check, *will be completed by Senior Support North Vancouver Island at time of hiring*
- Work occasional evenings and weekends as required
- Valid Class V BC Driver's License and access to a reliable vehicle
- This position is 28 flexible hours per week which may include evenings and weekends. The starting wage is \$33/hour. The position provides 4 weeks of annual vacation time and 3 weeks of (non-cumulative) annual sick time.

- The position is based in Campbell River, however SSNVI provides service in the Comox Valley and the Campbell River Region. Employees should expect to travel to and from the Comox Valley approximately once per month.

The position will begin immediately.

A detailed job description is available at <https://ssnvi.ca/employment/>

Interested applicants are invited to email their cover letter and resume in a single PDF file to the Executive Director at admin@ssnvi.ca.

Questions about the role may be directed to the Executive Director at admin@ssnvi.ca. Please allow up to 48 hours for a response.

Applicants chosen for interviews will be contacted as soon as possible after the closing date. Applicants are advised that the interview will include

- conversation about Social Determinants of Health
- providing a sample of writing skills done at the interview, and
- proving basic computer skills in Word and Excel at the interview.

Closing date for applications is September 5, 2025

Senior Support North Vancouver Island encourages applications from all qualified applicants.