Job Title: BETTER AT HOME PROGRAM CO-ORDINATOR

SUMMARY

The Better at Home Program Coordinator is responsible for the coordination of the Better at Home Program, including recruitment and supervision of contractors and volunteers, administrative processes, working with referring agencies, as well as monitoring and evaluating the program.

KEY DUTIES AND RESPONSIBILITIES

1. Plans, organizes and directs the provision of services for Better at Home. Ensures effective program/service delivery consistent with NICCCS mandate, and with policy, legal, contractual, budgetary and other requirements. May develop or make recommendation for development of new program areas. Provides advice and recommendations to the Executive Director on significant or cross-agency program and service issues.

2. Recruits, trains, assigns, motivates and evaluates contractors and volunteers to attain program objectives;

3. Participates in developing strategic and operational plans.

4. Determines program, and resource requirements for Better at Home. Develops comprehensive plans and strategies to achieve.

5. Administration of Better at Home program records including budget, volunteer hours, and confidential client files;

6. Monitors the service delivery of Better at Home staff for structure, consistency, quality, suitability of activities, etc. Discusses problem situations and remedies with staff and may participate directly in the provision of services to resolve difficult or sensitive issues and problems.

7. Attends team meetings, agency meetings and other inter-agency meetings in the community as required. Promotes the NICCCS's service values to the community, etc. May represent the NICCCS at community events or other functions.

8. Completes reports, statistics, accreditation requirements and other organizational requirements, as requested.

9. Performs other related duties as required

SKILLS/ABILITIES/KNOWLEDGE

- Strong computer skills including Microsoft Word, Excel, internet browsing
- Strong initiative; self-motivated
- Background in non-profit agencies
- Demonstrate ability to work independently and with limited supervision;
- Demonstrate respect for individuals and groups and an understanding of the local First Nations and other diverse cultures of the Port Hardy area;

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- Thorough understanding and demonstration of appropriate communications style for sensitive situations;

- Demonstrate effective motivation and direction of volunteers;

- Demonstrate strong interpersonal, listening, and public speaking skills;

- Have experience in organising events and facilitating meetings and workshops;

- Have basic financial and administrative skills (preparing and managing budget, expense reporting, report writing);

- Well-developed time, planning and organizational abilities

- Demonstrated strong knowledge of issues impacting seniors in rural, remote areas

- Ability to supervise staff

QUALIFICATIONS PREFERRED

- Strong Computer literacy

- Cultural Sensitivity training

- Emergency First Aid/CPR

- Non-violent Crisis Intervention

ADDITIONAL INFORMATION

This position is required to work in a stressful environment, both within the NICCCS office and on an outreach basis. The ability to function independently and frequently under pressure is an expectation of this position. The position may be required to work outside normal office hours, depending upon the availability of the client. Delivery of services may require a moderate level of physical fitness i.e. walking, standing bending, lifting to effectively carry out the duties of this position.

A valid B.C. driver's licence and road-worthy vehicle are required to carry out the duties of this position. The vehicle must be equipped with winter tires between October 1 and March 31 of each year.

I acknowledge that I have received a copy of my job description and I commit to follow my duties and responsibilities as defined within it.

_____   _____

Signature   Date

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