



JOB POSTING
Co-ordinator
Campbell River Seniors Navigation Hub

Position Summary:

The Co-ordinator will be responsible for implementing a new program for seniors in Campbell River starting in January 2025. The purpose of the Seniors Navigation Hub is to provide accessible, reliable information about community services and resources for seniors, their families and caregivers.

The program will be part of new services operated in Campbell River by Senior Support North Vancouver Island (formerly Comox Valley Senior Support Society), with the head office based in Courtenay.

Hours and rate of pay:

The position will be 16 hours/week to start, with additional hours dependent on funding. Pay will start at \$25.50/hour with an increase after the probationary period is complete.

Office location:

The Co-ordinator will work from offices shared with the Better at Home Program in Campbell River. The program team will include volunteers trained and supported by the Co-ordinator.

Job Description:

See full job description [here](#). Review the Senior Support's (formerly the Comox Valley Senior Support Society) website [here](#) for further information about the organization.

How to apply:

Please send a resume, cover letter and contact information for three references to:

Carolyn Fast, Project Manager
Senior Support North Vancouver Island
admin@ssnvi.ca, Subject Line - **APPLICATION**

Date to apply: by 4:00 p.m., **November 15, 2024**



Position Description

Co-ordinator

Campbell River Seniors Navigation Hub

The Hub is designed to be a one-stop, easy-to-access, reliable and friendly service to assist seniors, their families and caregivers with their information needs about services and resources in Campbell River.

Reports to: Executive Director, Senior Support North Vancouver Island (will also provide information reports to the Campbell River Seniors Network Leadership Team on a regular basis).

Position Description:

The Hub Coordinator is in a frontline, principal role for developing, overseeing and implementing day-to-day Hub operations and services. The Co-ordinator's main duties and responsibilities include:

- **Set up of Hub office**
 - Purchase and maintenance of Hub furnishings, equipment and supplies within budget allocations
- **Recruit, supervise and support Hub volunteer service providers**
 - Assist with recruiting and screening Hub volunteer service providers, with a focus on senior volunteers
 - Orient, train, supervise and support Hub volunteers in accordance with the Hub's policies and procedures, including recognition, performance reviews, and supportive action when required
 - Prepare, monitor and adjust work schedules for Hub volunteers
 - Maintain and monitor confidential Hub personnel files to ensure required information is complete and up to date
 - Assist with volunteer recruitment for other programs, such as Better at Home, as required
- **Further develop and manage Hub operations, information resources and services**
 - Oversee and contribute to building, updating and organizing the Hub's collection of information resources, working with community partners to ensure accuracy of the information
 - Oversee and contribute to reliable day-to-day Hub operations and provision of Hub services
- **Prepare and maintain documentation and statistics of Hub services**
 - Oversee and contribute to maintaining statistics of Hub services including aggregate Hub client demographics, numbers and topics of requests for information and other assistance, and community partner participation

- In collaboration with the Executive Director, monitor Hub expenditures against approved budgets
- Contribute to fundraising needs as required
- Prepare Hub reports for planning purposes and as required by funders and stakeholders
- **Ensure the quality and continual improvement of Hub services**
 - Monitor and track the continual improvement of Hub operations and services
- **Human Resources**
 - Work in collaboration with other Hub team staff members, both paid staff and volunteers
- **Promote Hub services**
 - Develop and maintain a Communications Plan to keep the community updated on Hub activities, and promote interest in the Hub and use of Hub services
- **Complete other duties as requested**

Core Competencies:

- Post-secondary degree in a relevant field or equivalent combination of education and experience
- Knowledge of local senior/elder issues and priorities
- Knowledge of Campbell River senior/elder-serving organizations and coalitions
- Experience in recruiting, training and supporting volunteers in a community service setting
- Experience in risk assessment and crisis management
- Experience in building and maintaining productive partnerships

Skills/Experience:

- Excellent interpersonal, and verbal and written communication skills
- Exceptional customer service, demonstrating patience, sensitivity and compassion when working with seniors
- Excellent organizational, priority-setting, and problem-solving skills
- Ability to communicate effectively with clients, caretakers and community partners
- Excellent research and analysis skills
- Ability to use sound judgement and maintain discretion and confidentiality
- Ability to work respectfully and collaboratively, and to delegate appropriately
- Strong computer skills including Office 365, SharePoint, data management, email, video conferencing, social media, and document design

Required:

- Maintain a valid, clear vulnerable sector criminal record check
- Sign a confidentiality agreement
- Maintain a valid Class 5 BC driver's licence
- As needed to carry out the position's duties, use of a personal vehicle in good repair with a minimum of \$3 million liability insurance

Hours: Minimum 16 hours/week, with additional hours dependent on funding

Pay range: \$25.50/hour first 6 months, then \$26.50 (2024 rates; 2025 rates TBD)

Start Date: January 6, 2025