



JOB POSTING Better at Home Lead (BH Lead)

Founded in 1976, North Shore Community Resources' (NSCR) mission is to enhance well-being, social connections, empowerment and community participation by designing and delivering programs and services to create a thriving North Shore. To achieve this mission, we provide community programs and services in four areas: Child and Parent programs, Seniors programs, Community Engagement, and Community Legal Services and Housing Advocacy. To learn more about NSCR, our [Annual Report](#), [strategic plan](#) are available on our website: www.nscr.ca

NSCR requires a full time, permanent **Better at Home Lead** to spearhead our programs and services.

The **Better at Home Lead** provides overall leadership and coordination of an array of non-medical services for seniors of the Better at Home program and the larger North Shore community. The Better at Home Lead is the lead staff member for coordinating the system for the intake of clients and the delivery of services (e.g. grocery shopping and delivery, friendly visiting, prescription drug pick-up and delivery and other services). The Coordinator reports to the Manager, Community Engagement and Seniors Programs and works closely with other NSCR staff including the Volunteer Coordinator and other staff.

This position provides a unique challenge in the context of the current COVID-19 situation and will require a leader who brings strong communication and organization skills, creativity, commitment and compassion to serve a vulnerable population of our community. The BH Lead, reporting to the Manager, Community Engagement and Seniors Programs, will be supported by an organization and staff that value collaboration and team work. This position works with seniors, family or caregivers of seniors, volunteers, staff, external contractors and community partners and will include the supervision of other BH staff.

Responsibilities:

- Design and update systems to evaluate and improve service delivery and client satisfaction.
- Coordinate service delivery with staff, volunteers and external contractors
- Design and implement the system for determining eligibility, assessments, and intake of program clients.

- Conduct home assessments for new clients as required
- Ensure an up-to-date, functional client database with appropriate record management
- Coordinate volunteer recruitment, training, and appreciation events in collaboration with the NSCR Volunteer Coordinator.
- Create and deliver appropriate budgets in collaboration with the team.
- Promote and market the Better at Home program.
- Supervise and support staff and volunteers of the BH team including the BH Bowen Island satellite program.
- Assist with the development and implementation of appropriate policies and protocols for human resources and service delivery
- Review, process, and manage contractor, volunteer, and client payments.
- Fulfil reporting requirements for funders
- Attend quarterly Community of Practice meetings and funder meetings as required.
- Collaborate with community agencies, health professionals, families/caregivers, other Better at Home sites, and other external agencies to improve service delivery and program quality.

Experience, Education and Qualifications:

- Proven communication, organizational and leadership skills.
- Proven customer service and interpersonal skills.
- Proven financial and human resource management skills.
- Strong ability to innovate and find creative solutions to challenges.
- Proven relationship builder
- Experience working with volunteers to deliver programs and services.
- Knowledge of Microsoft Office Suite and other relevant technology literacy including database programs.
- Experience working with seniors.
- Strong knowledge of North Shore social services agencies and their programs and a second language will be an asset.
- Strong understanding of mental health challenges.
- Relevant Post-secondary education

This position requires travel in the North Shore and some weekend/after hours work.

Suitable Candidates Subject to Criminal Record Check

NSCR provides a competitive wage depending on experience as well as benefits.

This position commences in early September 2021

Please send *electronic* applications in PDF format including a covering letter and CV to:

Sue Carabetta, Manager of Community Engagement and Senior's Programs:
sue.carabetta@nscr.ca

Thank you for your interest but only those applicants chosen for an interview will be contacted.