



St. James-Assiniboia 55+ Centre Job Opportunity Seniors Resource Coordinator

Job Type: Full Time, 35 Hours a Week
Days: Monday to Friday 8:30 a.m. – 4:00 p.m. (30 min unpaid lunch)
Location: St. James – Winnipeg, MB

Posting Date: Tuesday, March 19th, 2019
Closing Date: Friday, March 29th, 2019

Organizational Overview:

The St. James-Assiniboia 55+ Centre is an independently operated, charitable non-profit organization. Our mission is to encourage seniors to improve their quality of life by providing educational, recreational, health and social opportunities. We offer health services, fitness opportunities, recreational events, outings, Food and Friendship programs, volunteer opportunities, and professional health and wellness services such as foot care and massage. To learn more about our Centre, please visit our website at www.stjamescentre.com.

Position Overview:

Reporting to the Executive Director, the Seniors Resource Coordinator is responsible for all support services programs for the St. James-Assiniboia 55+ Centre as well as the community of St. James-Assiniboia. The successful candidate will also be responsible for the recruitment, selection and overall supervision of volunteers in the Centre. Furthermore, will be responsible for giving direction to Front Desk operations, volunteer staffing and procedures.

Responsibilities:

As a member of the St. James Assiniboia 55+ Centre Staff

- Identifies and communicates emerging issues to the Executive Director.
- Links and connects with WRHA Support Services staff on a quarterly basis.
- Research, develop, implement and evaluate new support services for seniors in the community.
- Address strategy, structure, processes and matters related to the volunteers.
- Provides assistance to other staff when needed.
- Prepares and updates reception and support services procedures.
- Completes monthly reports and submits monthly statistics to the WRHA
- Maintain and update promotional materials for support services and volunteers.

Liaise with community organizations for service delivery

- Represent the St. James Assiniboia 55+ Centre at various functions by making presentations that are geared to the interests and needs of the community.
- Promotes support services programs and services within the community.
- Ensures that a list of resources and services to seniors is current and accessible to Centre members as well to the residents of the community.
- Maintains a network in the community in order to share common interests, concerns and possible joint solutions.

Volunteer Management

- Establish priorities, delegate assignments in cooperation with all staff according to needs of the Centre and to the skill sets and interests of the volunteers.
- Ensure that volunteers are knowledgeable of performance requirements.
- Plan an annual volunteer recognition event with the support of staff.
- Monitor daily activities of volunteers to ensure consistency and quality of service to members.
- Provide volunteers with informal evaluations and may recommend action to be taken as a result of performance appraisals.
- Responsible for developing and updating volunteer information, identifying potential volunteers, arranging of volunteer interviews, training and orientation.
- Prepares advertisements for vacant positions.
- Develop criteria used for selection of volunteers including drivers, reception and support services.
- Complete reference checks of volunteers and fee for service providers to ensure safety of participants.

Support to Members

- Communicates with new retirees who are approaching retirement.
- Provide home maintenance referrals to members in the community.
- Prepare schedules and bookings for various services and projects.
- Keeps up-to-date policy manuals for the rides for seniors and home maintenance referral programs.
- Recommends and directs seniors to appropriate community resources.

Qualifications:

The ideal candidate should possess the following attributes:

- Must work well with older adults;
- Must be approachable and possess clear verbal and interpersonal communication skills.
- Should have healthy team building skills, be enthusiastic and personable, as well as have the ability to work independently and collaboratively with the team.

- Must have a thorough knowledge of the objectives and function of the St. James Assiniboia 55+ center.
- Must be skilled in task delegation, coordination and review.
- Must be capable of dealing diplomatically and sensitively with people as well as establishing good working relationships with people on a variety of levels.
- Organize and provide quality services in a cost-effective manner and to recommend improved methods of performing the work;
- Work well under pressure and with constant interruptions;
- Work in a rapid pace work environment to handle multiple tasks and to meet deadlines;
- Obtain first aid and CPR certificate within six months after hire date;
- Skills and conflict resolution skill in problem-solving;
- Strong commitment to the provision of superior service and member relations;
- Significant experience with word processing, managing databases, handling email and phone communications effectively.

Application Instructions:

Please submit a cover letter and resume with salary expectations, which clearly states how you meet qualifications stated above **by Friday, March 29, 2019 at 4:00 p.m.** to:

Meaghan Wilford,
Executive Director

Via E-mail: meaghan@stjamescentre.com

We sincerely appreciate the interest of all applicants, however, only those individuals selected for an interview will be contacted.