



WE ARE HIRING!

Better at Home Program Assistant

ABOUT THE PENDER HARBOUR HEALTH CENTRE

The Pender Harbour Health Centre is a long-established Community Health Centre in Madeira Park on the beautiful Sunshine Coast of BC. The PHHC is home to the Pender Harbour Better at Home Program which serves seniors from Halfmoon Bay to Earls Cove. As we look to expand our program, we are looking for an enthusiastic and motivated individual to join our Better at Home Team.

WHAT IS BETTER AT HOME?

United Way's Better at Home program helps BC's older adults continue living independently in their own homes by providing simple, non-medical home support services such as friendly visiting, transportation supports, light housekeeping, yard work, grocery shopping and food security.

THE ROLE

This role is 0.2FTE (1 day weekly) with the possibility of additional hours. The role is based at the Pender Harbour Health Centre and requires an individual with strong administrative and teamwork skills. The scheduled work day is to be decided with the successful candidate. The compensation for this role is \$25 - \$28 depending on experience. This role includes paid sick time and payment in lieu of statutory holidays, vacation and benefits.



United Way helping seniors remain independent.

Duties and Responsibilities

Program Development and Evaluation

- Supports the Better at Home Program Coordinator and Executive Director in the development and launch of new Better at Home Programs and Supports.
- Assist in the creation of new program framework, policies and documents.
- Supports the launch of new programming and be able to liaise with community members and partners around these new programs.

Service Provider Supports

- Support the Program Coordinator in the recruitment of new service providers and volunteers.
- Support the Program Coordinator with strategies for volunteer recruitment and retention.
- Support the Program Coordinator in onboarding and training of new service providers and volunteers.
- Liaise with service providers and volunteers and help problem solve day to day issues and concerns.

Communications

- Support the Program Coordinator with program marketing in the community, on websites and social media.
- Communicate with service providers and volunteers in person, via email and phone to schedule appointments and/or address concerns.
- Communicate with Better at Home participants to schedule service delivery, address concerns and build relationships.
- Represent the Better at Home program and the PHHC at PHHC staff meetings and at community groups/panels/meetings as directed by the Program Coordinator.

Administrative

- Work with Program Coordinator and the PHHC Finance Manager to create and mail out monthly invoices.
- Keep an up to date calendar of appointments and upcoming service delivery needs.
- Maintain records and documentation to meet funder and organizational requirements.
- Ensure database is in good working order for program's needs.
- Support the Program Coordinator with Better at Home reporting requirements with United Way.
- Ensure program has supplies and resources such as brochures, business cards, intake packages, volunteer handbooks.

Key Requirements

Core Competencies

- Demonstrated experience working with senior population (60 years and older)
- Experience working with volunteers
- Ability to work in a team environment
- Strong written, listening and oral communication
- Strong computer skills and database management
- Ability to write reports and maintain documentation
- Strong organizational skills
- Professionalism, ethical behaviors, and respectful practices
- Commitment to continuous learning

Qualifications

- Bachelor's degree in social science/human services or a related discipline is an asset
- Understanding/knowledge of seniors' issues and experience working with senior population
- Good knowledge of community resources
- Minimum 2 years' experience with program development and delivery
- Experience working in a non-profit environment an asset

If interested please send your Cover Letter and Resume (by January 30) to:

 nick.gaskin@penderharbourhealth.com