



Administrative and Program Coordinator

Hours:	32 hours per week <ul style="list-style-type: none">• Monday, Tuesday, Wednesday and Friday full days• Thursday morning
Salary:	\$18.00 per hour
Benefits:	Health benefits package (upon completion of probationary period)
Reports to:	Executive Director

Mission and Vision

The mission of the West End Seniors' Network (WESN) is to enhance the quality of life of older adults by providing social, recreational, educational and supportive programs and services that foster connection and inclusion in the broader community.

The vision of WESN is a Vancouver community that supports and empowers older adults to live involved, healthy and fulfilling lives.

Background

Founded in 1979, WESN delivers a range of programs and services for older adults in the West End of Vancouver. WESN has over 850 members and three locations:

- Barclay Manor (1447 Barclay Street)
- Kay's Place (Denman Place Mall, 118-1030 Denman Street)
- Clothes and Collectibles Thrift Store (Denman Place Mall, 110-1030 Denman Street)

Job Summary

The Administrative and Program Coordinator is responsible for the day-to-day administrative activities of the organization. The successful candidate will be based at Barclay Manor but will provide administrative support at all three locations.

Duties and Responsibilities

Administration

- Oversee the day-to-day administrative activities of Barclay Manor

- Regularly open and close Barclay Manor
- Respond to phone and email inquiries
- Perform data entry and maintain primary responsibility for member and donor database
- Receive and process invoices, prepare expense reports, and issue cheques
- Receive and process memberships and donations, make thank you calls, prepare thank you letters and cards, and issue charitable tax receipts
- Provide regular administrative support at Kay's Place and Clothes and Collectibles
- Maintain petty cash, revenue control and float processes and reconciliation at all three locations, and prepare bank deposits
- Maintain paper and electronic filing systems
- Prepare WESN staff meeting agendas, participate in meetings and take meeting minutes
- Support the Executive Director to prepare for annual financial audit
- Prepare mailings, forms, manuals, communication materials, and other documents
- Maintain office supply inventory at all three locations
- Support office equipment maintenance at all three locations, including (but not limited to) computers, photocopiers, printers, and multi-line telephone systems
- Maintain key control processes
- Lead social media account management
- Assist with website updates and edits
- Oversee and administer accounts receivable for newsletter advertising in conjunction with the Manager of Programs and the Bookkeeper
- Support the fundraising activities of the Executive Director
- Carry out other duties as assigned by the Executive Director

Program and Event Coordination

- Lead the planning and execution of the Annual General Meeting, including room bookings, member correspondence, registration and other duties
- Support the collection of, and enter, participation and evaluation data
- Enter volunteer statistics
- Assist with set-up and take-down as required
- Make registration reminder phone calls as required
- Support volunteers and assist with volunteer coverage as required
- Support other WESN program and service activities and events as required

Reception and Administrative Volunteer Coordination

- Train, supervise, support and schedule volunteers
- Develop and maintain volunteer orientation and training materials
- Collect and enter volunteer statistics
- Lead regular volunteer team meetings, prepare agendas and take meeting minutes

- Plan and implement volunteer appreciation activities in conjunction with the Manager of Volunteer Resources and Community Services
- Organize and oversee volunteer workshops and training in conjunction with the Manager of Volunteer Resources and Community Services

Qualifications

Experience, Education and Training

- Post-secondary education in business or office administration, or equivalent experience
- Experience working with older adults with a range of physical and mental capacities
- Experience working with volunteers is an asset
- Personal experience as a volunteer is an asset
- Experience in the not-for-profit sector is an asset
- First Aid, CPR and AED training is an asset
- FOODSAFE and Serving It Right certification is an asset
- Class 5 driver licence is an asset

Abilities

- Strong communication and interpersonal skills
- Strong organizational, administrative and time management skills with attention to detail
- Work independently and collaboratively with other WESN staff, programs and services
- Proficient with computer programs, including Microsoft Office (Microsoft Access, Excel, Powerpoint and Word)
- Keep accurate records and maintain databases
- Handle cash and receipts effectively and accurately
- Present a professional and welcoming image to members, clients, volunteers, and the general public
- Handle stressful situations calmly
- Stay on task in a busy environment with regular interruptions
- Proactive, flexible and positive when faced with a new task or challenge
- Excellent oral and written English skills are essential (the ability to speak an additional language is an asset)
- Lift and move furniture and other materials to accommodate program and event needs
- Experience with WordPress and MailChimp
- Experience with social media (including Facebook, Twitter, Instagram, Hootsuite, LinkedIn and YouTube)
- Experience with NewOrg, Simply Accounting and Adobe InDesign is an asset

Knowledge

- Issues and challenges older adults may experience

Conditions of Employment

- Satisfactory completion of a criminal record check.
- Normal working hours are scheduled between 8:30am to 5:30pm, Monday to Friday. However, working hours are flexible depending on operational requirements. The ability to work occasional evenings and weekends is required.

How To Apply

Please email (in PDF format) your resume and cover letter to Hiring Committee at jobs@wesn.ca. Applications will be reviewed as they are received, and interviews will be scheduled until the position is filled.

Only applicants invited for an interview will be contacted. No phone calls please.

WESN is committed to our staff team reflecting the diversity of our community. As such, we encourage applications from persons with disabilities, members of visible minorities, First Nations and Métis people, people of all sexual orientations and genders, and others who may contribute to the diversity of our staff team.