



Manager of Support and Information Services

Hours: 18 hours per week (3 days per week including Wednesdays)

Starting Salary: \$24.00 - \$26.00 per hour

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, Coal Harbour and Yaletown neighbourhoods of Vancouver. WESN has over 900 members and three locations:

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

Job Summary

The Manager of Support and Information Services manages Kay's Place, a part-time staff member, a team of more than 20 volunteers, and the five core services based at this location:

- Information and Referral (I&R)
- Peer Support
- Housing Navigation
- Seniors In Need Fund
- Drop-In Social Space

This position is shared with another part-time Manager of Support and Information Services, and the duties and responsibilities are shared between the two positions.

Duties and Responsibilities

Management of I&R Service

- Supervise and support the I&R Services Coordinator
- Maintain and update I&R resources

Management of Peer Support Service

- Organize Peer Support volunteer training (led by a Registered Professional Counsellor)
- Screen and conduct intake interviews with potential clients
- Pair Peer Support volunteers with clients
- Liase with Registered Professional Counsellor as needed

Management of Housing Navigation Service

- Screen and conduct interviews with potential clients
- Provide information about BC Housing and other housing options
- Review qualifications for financial supports (e.g., Shelter Aid For Elderly Renters [SAFER])
- Establish and maintain relationships with housing providers

Management of I&R, Peer Support and Housing Navigation Services

- Develop and maintain service policies and procedures, and ensure that they are followed
- Supervise, support and schedule volunteers
- Organize, oversee and lead orientation and training opportunities for volunteers
- Lead regular volunteer team meetings, prepare agendas and take meeting minutes as required
- Update and maintain WESN client and volunteer database
- Track site, service, client and volunteer statistics and maintain appropriate records for funding agencies and WESN
- Complete grant applications and reports for funders
- Maintain strong working relationships with Vancouver Coastal Health, St. Paul's Hospital, local MLA and MP offices and local community agencies
- Develop and maintain promotional materials
- Facilitate workshops and give presentations
- Work with the Manager of Volunteer Resources and Community Services to:
 - Develop and maintain volunteer position descriptions
 - Recruit, interview and screen volunteer applicants
 - Plan and implement volunteer appreciation and recognition activities

Management of Seniors In Need Fund

- Oversee a small fund to assist low-income older adults with food and prescription medication needs

Other Kay's Place Duties

- Manage the day-to-day operations of Kay's Place
- Monitor the Drop-in Social Space
- Maintain petty cash and revenue control processes

Other WESN Duties

- Prepare plain language summary reports, including articles for the WESN newsletter
- Participate in WESN staff meetings
- Represent WESN at conferences and other external meetings
- Assist with website edits and with social media account management
- Support other program and service activities and events as necessary

Qualifications

Experience, Education and Training

- Experience working with older adults with a range of physical and mental capacities
- Experience with delivering services for older adults in the not-for-profit sector
- Degree or certificate in gerontology, social work or equivalent education and experience
- Experience managing and training staff and volunteers
- Certificate in volunteer management or equivalent education is an asset
- Personal experience as a volunteer is an asset
- Experience with housing and homelessness issues is an asset
- First Aid, CPR and AED training is an asset
- FOODSAFE certification is an asset
- Class 5 driver licence is an asset

Abilities

- Strong interpersonal, communication, presentation and facilitation skills
- Strong analytical, problem-solving and program management skills
- Strong organizational, administrative and time management skills with attention to detail
- Work independently and collaboratively with other WESN staff, programs and services, and other organizations
- Proficient with computer programs, including Microsoft Office (Word, Excel and Powerpoint) and with navigating online information resources
- Keep accurate records and maintain databases

- Work with large and diverse range of clients and volunteers
- Present a professional and welcoming image to members, clients, their families, volunteers and the general public
- Remain calm and think clearly in stressful situations
- Proactive, flexible and positive when presented 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 service and site needs
- Proficiency with WordPress, Adobe InDesign and Photoshop is an asset
- Proficiency with social media (including Facebook, Twitter, Instagram, Hootsuite, LinkedIn and YouTube) is an asset

Knowledge

- Issues and challenges older adults may experience
- Relevant government, community and housing programs and services available to older adults

Conditions of Employment

- Satisfactory completion of a criminal record check.
- Normal working hours are scheduled between 10:00 a.m. and 4:00 p.m, Monday to Friday. However, working hours are flexible depending on operational requirements. The ability to work occasional evenings and weekends is required. The ability to provide vacation coverage for other staff at Kay's Place is preferred.

How To Apply

Please email (in PDF format) your resume and cover letter to Hiring Committee at jobs@wesn.ca by 4:30pm on Tuesday, June 18, 2019. Applications will be reviewed as they are received, and interviews will commence before the closing date and 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 older adults, 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.