



**Job Title:** Community Services Coordinator

**About The West End Seniors' Network (WESN):**

WESN is a registered not-for-profit organization with over 850 members, an annual revenue budget of \$1m and 15 full / part time staff. Our mission is to enhance the quality of life of older adults in Vancouver's West End by providing social, recreational, educational, and supportive programs and services that foster connection and inclusion in the broader community.

We are building a collaborative team of highly motivated individuals who are passionate about WESN's mandate of having a positive impact on the lives of seniors in Vancouver's West End.

**Accountabilities:**

- Coordinate the Better at Home and Life Unlimited Community Services portfolio for over 250 older adult clients
- Receive referrals, screen clients, conduct intake appointments and home visits, connect eligible clients with appropriate services, and maintain regular contact with clients
- Supervise, support, train and schedule volunteers as required
- Track service, client and volunteer information and statistics, and maintain appropriate records for funders and WESN
- Answer telephones and respond to inquiries from members and participants
- Supporting the Manager of Community Services to ensure timely and accurate invoicing of clients and oversee accounts receivable
- Assist with day-to-day operations of Barclay Manor
- Support other WESN program and service activities and events as required
- Carry out other duties as assigned by Supervisor

**Skills and Qualifications:**

- Experience working with older adults with a range of physical and cognitive abilities
- Strong interpersonal and communication skills
- Strong MS Office skills
- Strong analytical, problem-solving and time management skills
- Strong oral and written English skills

- Ability to identify opportunities to improve operational performance
- Work independently and collaboratively with other WESN staff, programs and services, and other organizations
- Stay on task in a busy environment and shared office space with regular interruptions
- Experience in the community-based not-for-profit sector is an asset
- Experience working with volunteers is an asset
- First Aid, CPR and AED training is an asset
- Class 5 drivers license and FOODSAFE Level 1 certification are assets

**Reports To:** Manager of Community Services  
**Starting Salary:** \$38,000 – \$42,000 depending on experience  
**Hours:** Full time 35 hours per week with some flexibility  
**Benefits:** Health Care, Dental and Vision Care  
**Location:** This is an on-location job, working out of our offices located in the Barclay Manor Heritage House in Vancouver’s West End  
**Other:** Satisfactory completion of a Criminal Record Check

**Please send your resume and covering letter to [executivedirector@wesn.ca](mailto:executivedirector@wesn.ca).**

*WESN is committed to our staff team reflecting the diversity of our community. As such, we encourage applications from older adults, persons with disabilities, BIPOC, persons of all sexual orientations and gender identities, and other who may contribute to the diversity of our staff team.*