JOB POSTING:

North Shore Better at Home Program Assistant

North Shore, BC | Full-Time, Permanent | $27.85/hour

About the Opportunity and NSCR

North Shore Community Resources (NSCR) is seeking a Better at Home Program Assistant to help support the delivery of practical, non-medical services that support older adults to remain independent and connected in their communities. Working closely with the Better at Home Program Lead, this frontline role coordinates participant intake, friendly visiting, volunteers and contractors, and responds to seniors, families, caregivers and community professionals. The position reports to the Better at Home Program Lead and works under the Manager, Community Engagement and Seniors Programs.

NSCR is a community-based nonprofit celebrating 50 years of supporting wellbeing, social connection and community participation across the North Shore. Our team values an inclusive, supportive and collegial working environment.

Key Responsibilities

Participant Services and Program Coordination

- Respond to program inquiries; provide program information, assess eligibility, complete participant intake and conduct home assessments as needed.
- Maintain accurate participant records, track services; support safe, consistent service delivery as needed and respond to emerging concerns.
- Collaborate with the Program Lead and Volunteer Engagement Specialist on volunteer recruitment, orientation, training, appreciation and ongoing support as needed.
- Support the review and processing of participant, volunteer and contractor payments, and support program administration.

Program Development

- Help maintain service protocols, program materials and systems.
- Document participant impact stories and feedback, where relevant; identify challenges and contribute towards practical improvements.
- Support service development.

Community Partnerships and Outreach

- Work with community agencies, healthcare professionals, families and other Better at Home programs to coordinate services and share information.
- Promote Better at Home services, maintain community relationships and represent NSCR at relevant meetings and events as appropriate.

What You Bring

- Experience working with older adults, including an understanding of the diverse needs and circumstances they may face.
- Experience coordinating community programs or services and supporting volunteers.
- Excellent interpersonal, communication and client service skills; ability to work independently and with diverse individuals and groups.
- Proficiency with Microsoft Word, Excel, Outlook and database systems.
- Knowledge of North Shore community services and additional language skills are considered an asset.

Additional Information

A satisfactory criminal record check, including a vulnerable sector search, and professional references are required. Screening may be repeated as required.

To Apply

Please email applications to: bahinfo@nscr.ca

NSCR values diversity and inclusivity and encourages applications from people of all identities. We thank all applicants; only those selected for an interview will be contacted.

NSCR acknowledges and honours that we live and work on the unceded territories of the Coast Salish peoples, including the Sḵwx̱wú7mesh (Squamish), xʷməθkʷəy̓əm (Musqueam) and səl̓ilwətaɬ (Tsleil-Waututh) Nations.