



Mount Pleasant Neighbourhood House

800 East Broadway Vancouver BC Canada V5T 1Y1

MPNH T• 604.879.8208 F• 604.879.4136 E• info@mpnh.org I• www.mpnh.org

Internal / External Posting

Better at Home Coordinator-Repot

Posted: **June 30, 2022**

Closing: **until filled**

The Better at Home and HUB Coordinator is responsible for the coordination and supervision of all Better at Home services. This is an integral position to the Seniors Team at Mount Pleasant Neighbourhood House and is an excellent fit for an individual who is driven to support the well-being of seniors in our community, a detail oriented administrator and is a strong connector. The Coordinator is the key contact for our Better at Home HUB, including supporting the intake and assessment of new seniors, monitoring the ongoing well-being of current participants and maintaining relationships with referring organizations.

The successful candidate will understand processes of co-creation, be adept in working with and liaising between funders, and professional bodies as well as the community at large. This individual will be responsible for lifting the visibility of the Mount Pleasant Better at Home program as well as assisting in establishing us as a HUB for senior services.

Key Responsibilities:

- Conducting regular intakes and monitoring needs of participants
- Coordination and supervision of Housekeeping services, including risk management, scheduling and supervision of housekeepers
- Strong management of external partners including VCH, and hospitals
- Oversight of other BH services including Meals Delivery, yard, work, friendly visiting.
- Evaluate program needs and establish partners with a HUB and Spoke model
- Reporting and Data management
- Facilitation of local seniors planning table

Duties and Responsibilities

Program Management and Coordination

- Develop, coordinate and promote nonmedical home support services of Better at Home and Safe Seniors Strong Communities in Mount Pleasant with the goal of supporting older adults to age in place.
- Responsible for the administration, management and monitoring of services and program outcomes.
- Strong leadership to the Better at Home team including 2-3 staff members and volunteers.
- Ensure the different languages groups represented in Mount Pleasant are welcomed as full participants in services.
- Monitor the needs of seniors, create community responses, and establish partnerships to further meet senior needs.
- In collaboration with MPNH Communications team, ensure that all promotional marketing materials are updated. Create a marketing and promotion plan.
- Arrange for translations of marketing materials as necessary;





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- Document and evaluate the progress of work through monthly reports to the Manager of Senior and Settlement Services.
- Maintain appropriate records for evaluation, and meet funders' and organizational requirements.
- Ensure there are appropriate policies and procedures in place as the project develops;
- Proactively monitor program outcomes and pivot when necessary.

Community and Stakeholder Engagement:

- Facilitate an advisory committee of stakeholders including seniors, seniors serving agencies, and other key stakeholders;
- Network with other agencies to promote services offered at MPNH and to identify / implement potential collaborations;
- Conduct ongoing neighbourhood research and work collaboratively with community partners to further seniors' independence;

Qualifications

- Undergraduate degree in a relevant discipline (e.g. geriatrics, social work, family studies, psychology, etc.), or equivalent education and experience;
- At least 4 years' experience working with seniors;
- Strong organizational and time management skills;
- Ability to design creative, sustainable solutions to meet needs of seniors;
- Strong writing skills and ability to produce formal, anecdotal and statistical reports;
- Strong computer knowledge and experience including Windows, Office and custom online reporting tools;
- Knowledge of relevant community resources, service providers and networks within Mount Pleasant as well as city-wide seniors serving organizations;
- Ability to work independently and as a team member;
- First Aid certificate (Level 1 Occupational First Aid);
- Clean Criminal record check;

Ability to speak another language (such as Cantonese, Mandarin, Spanish, Tagalog) would be an asset

Terms: Regular Full-time position to start when filled.

Salary: \$26.68 - \$29.56 per hour + benefits after successful probationary period of 3 months (Band 8 of ANHBC's salary grid) – based on qualifications and experience.

Please submit cover letter, resume and 2 references to Cmatlo@mpnh.org addressed to Claudine Matlo, Director of Family and Senior Services. No phone calls please.

MPNH is a non-profit, community based organization located in East Vancouver and is a part of the Association of Neighbourhood Houses of BC. We are an equal opportunity employer. For more information on MPNH please visit www.mpnh.org

