



12802- Community Connector

Closing date: June 9, 2023

URL: <https://successbc.bamboohr.com/careers/276?source=aWQ9Mjg%3D>

Job Type:	Temporary Full Time	Job Number:	12802
Salary:		Hours:	35 hours per week
Location:	Richmond, BC		

At S.U.C.C.E.S.S., you will be able to grow and develop alongside a diverse team of professionals and enjoy great benefits and perks. Experience what it is like to join a purpose-driven organization and make meaningful contributions to our community. Explore our amazing new opportunities.

Department: Integrated Community Services for Seniors (ICSS)

Employment Type: Temporary Full Time (35 hours per week)

Job Summary:

The Community Connector is accountable for providing day-to-day health sector connection support to clients and their families, under Vancouver Coastal Health (VCH). Liaises on behalf of clients with medical professionals and other health care providers to ensure their successful access to primary care and community-based health care services. Is responsible for the facilitation of client services, and the informing of program development, planning and evaluation of services for Chinese clients. Key partnerships are with the VCH Home Health, Transitions, related VCH Teams, VCH medical, and health care providers and leadership along with S.U.C.C.E.S.S. The Community Connector also liaises with a variety of community-based agencies.

Reports To: Project Lead, Integrated Community Services for Seniors

Key Duties and Responsibilities:

- Meets with clients and their families to assess their support and care needs, their access to appropriate community-based services, and to facilitate the



clients' access to these services through support and education activities, with a strong focus on medical, social and primary care issues

- Participates in meetings with VCH care providers to discuss the need of clients and their families to access hospital and community-based resources and document the information needs necessary for culturally specific and sensitive care across the continuum of care
- Plans, develops and implements community health connection and consultative services to VCH programs and services as well as other community-based services
- Organizes webinars on approved health/social related topics, including promotion and marketing to internal clients and the public
- Makes recommendations regarding changes to organizational policies, procedures and practices to the Project Lead.
- Maintains documentation and a database of client interactions and works collaboratively with our Researcher for data compilation
- Collaborates with other members to develop in-house education materials and delivers training programs to staff from all disciplines with respect to the cultural perspective and sensitivities in providing care to clients and their families
- Provides regular activity reports to the Project Lead regarding current issues, trends and outcomes

Education, Training and Experience:

- Bachelor's Degree in health care or equivalence, Social Work, Nursing or related discipline
- Minimum of two (2) years' recent and related experience working with Chinese communities in British Columbia
- Extensive knowledge of community-based Chinese organizations in British Columbia is considered an asset
- Extensive knowledge of health issues impacting Chinese communities
- Broad knowledge of Chinese and non-Chinese services and resources currently available within Vancouver Coastal Health's (VCH's) Health Services Delivery Areas (HSDA's) for Chinese clients in need of health and social supports

Job Skills and Abilities:

- Ability to communicate effectively both verbally and in writing in both English and Chinese.
- Ability to manage cultural issues sensitively
- Ability to initiate and maintain collaborative working relationships
- Intermediate skills with operating Word processing, Excel spreadsheet, and database programs



S.U.C.C.E.S.S.

- Excellent skills in organization and project management
- Excellent skills in customer service
- Ability to build and manage connections with seniors' services
- Ability to host webinars/events (in-person and virtual)

Additional Information:

- Criminal Record Check Required
- Ability to work on evenings/weekends when required
- Travel within Richmond area is required

About S.U.C.C.E.S.S.:

S.U.C.C.E.S.S. is a multicultural social services agency and registered charity located on the unceded Coast Salish lands of the x̣ṃəθḳ̓əỵəm (Musqueam), Sḳẉx̣ẉú7mesh (Squamish), and Səḷílẉətaʔ/Selilwitulh (Tsleil-Waututh) Nations, S.U.C.C.E.S.S. has been helping Canadians and newcomers to achieve their full potential on their Canadian journey since 1973. We are one of the largest social service agencies in Canada, with offices in BC, Ontario and internationally/abroad. We offer programs and services in the areas of immigration, newcomer settlement, English-language training, employment and entrepreneurship, family, youth and seniors programming, health education, community development, affordable housing and seniors care.

S.U.C.C.E.S.S. is an equal opportunity employer. We are dedicated to building an inclusive environment that embraces diversity of thought, backgrounds and experiences. We are committed to the equitable treatment of all individuals and will continue to embed diversity and inclusion principles within our policies, procedures, services, and activities.

Interested candidates please apply by 11:59pm June 9, 2023 at <https://successbc.bamboohr.com/careers/276?source=aWQ9Mjg%3D>

While we appreciate all applications, only those selected for an interview will be contacted.