



POSITION DESCRIPTION

POSITION TITLE: SERVICES TO SENIORS COORDINATOR

DEPARTMENT: SERVICES TO SENIORS

CLASSIFICATION: SERVICES TO SENIORS COORDINATOR

UNION: MGEU – TECHNICAL PROFESSIONAL

REPORTING RELATIONSHIPS

POSITION REPORTS TO: REGIONAL SENIOR SUPPORT SUPERVISOR

POSITIONS SUPERVISED: COMMUNITY RESOURCE COORDINATOR, SUPPORTS TO SENIORS IN GROUP LIVING COORDINATOR, COMMUNITY VOLUNTEERS

POSITION SUMMARY

Reporting to the Regional Senior Support Supervisor, the Services to Seniors Coordinator is responsible for the day to day operations of Interlake-Eastern Regional Health Authority (IERHA) Healthy Ageing Facilitator Programs and Healthy Ageing Support Worker Programs while demonstrating leadership in the commitment to service excellence. This position acts as operational liaison between Services to Seniors boards, receiving funding for community programming for older adults and works with community facilitators, local community groups and agencies within Interlake-Eastern Regional Health Authority to strengthen and develop services, resources and programs that support independent living and healthy ageing. Responsibilities include the provision of support, expertise and leadership to IERHA grant funded community organizations in areas of program development and evaluation, operational planning and in the management of conflict resolution, budget /financial planning and human resource management. Mobilization and support of local community efforts to meet identified needs, public education regarding available resources and services for seniors, and the implementation of quality improvement initiatives are also key responsibility areas. The incumbent acts as resource/consultant in managing a variety of complex relations with individuals, community agencies, and service providers. The position is responsible for leading a process to assess and improve access to services, identify and respond to gaps in services and ensure that services are provided efficiently without duplication.

The position of Services to Seniors Coordinator functions in a manner consistent with, and supports the mission, vision and values of the Interlake-Eastern Regional Health Authority.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Supervises and supports Interlake-Eastern RHA's Healthy Ageing Facilitator and Healthy Ageing Support Worker program volunteers and fee for service workers.
- Responsible for recruitment and selection of Healthy Ageing Facilitator and Healthy Ageing Support Worker staff and program volunteers, including job postings, reference checks and onboarding orientations and education.
- Liaises with Regional Senior Support Supervisor and Human Resources Department regarding recruitment strategies and activities.
- Provides supervision to Healthy Ageing Facilitator and Healthy Ageing Support Worker staff primarily through telephone direction, structured in office supervision, team/staff meetings, and occasional site visits (as required).
- Provides direction, support and coaching to Healthy Ageing Facilitator and Healthy Ageing Support Worker staff regarding client specific situations and adapting to workplace change.
- Conducts performance appraisals; identifies performance issues, and in consultation with the Regional Senior Support Supervisor, develops strategies for resolution.
- Demonstrates leadership and promotes healthy team functioning in a professional manner.
- Receives and investigates complaints and occurrence reports involving clients and/or staff. Submits reports to Regional Senior Support Supervisor.
- Ensures the provisions of the Collective Agreement are met with Healthy Ageing Facilitator and Healthy Ageing Support Worker staff, including administrative processes related to workers compensation, sick leave, assignments and seniority lists.
- Provides consultation on IERHA Healthy Ageing Facilitator and Healthy Ageing Support Worker operations:
 - Assesses practices and programming for client safety.
 - Evaluates practices and programming for best practice.
 - Ensures adherence to all policies and procedures.
 - Acts as a role model to staff in the provision of quality programs by reinforcing organizational philosophy, mission, values, etc.
 - Monitors and approves program expenditures; makes budget recommendations.
 - Ensures that services and programming offered is relevant to seniors' population, and evaluates the effectiveness of same for clients served.
- Reports to the Regional Senior Support Supervisor on all aspects of programming, concerns, trends and makes recommendations based on findings.
- Monitors regionally funded Services to Seniors organizations to ensure that programs are operating within the guidelines under which they were funded, including reporting requirements and service deliverables.
- Participates in the review of existing, and development of, future funding agreements.
- Builds capacity in Services to Senior organizations through Board development, education and orientation.
- Liaises regularly with Services to Seniors organizations, providing education, and presentations on relevant topics, and safe service delivery, and provides consultation in relation to program and operational issues.
- Provides direction, support and coaching regarding client specific situations.

- Provides supports to Services to Seniors organizations through board transition and funding changes.
- Receives and reviews annual requests for funding changes, and makes budgeting recommendations to Regional Senior Supports Supervisor.
- Reviews submitted statistics monthly and provides feedback to Services to Seniors organizations on statistical discrepancies, incomplete documentation, and to request clarification where necessary.
- Develops and maintains a current gerontology overview of the region and its communities, in terms of the pertinent issues and specific needs related to independent living and healthy ageing.
- In collaboration with the Regional Senior Supports Supervisor, develops statistical and audit tools including the use of the Population Report, to identify gaps in service delivery, and to ensure a broad selection of high-quality programs and services that provide support at different stages of aging and level of need.
- Reports to Regional Services to Seniors Supervisor when community needs and gaps in service are identified.
- Completes regular audits on Services to Seniors organizations in relation to service delivery and grant funding accountability.
- Builds and fosters strong collaborative relationships with Services to Seniors organizations including board members, staff and volunteers.
- Works within regional and departmental policies.
- Works with Home Care and multidisciplinary teams in accessing community services
- Maintains confidentiality of information in relation to clients and programs.
- Participates in relevant education programs, in-services and workshops to increase professional competency and meet personal needs and goals.
- Assumes accountability for his/her own practice within a legal and ethical framework.
- Pursuant to the Regional Health Authority Act, Interlake-Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

OTHER

- The above listed position duties and responsibilities reflect the core functions of the position. Related position duties and responsibilities may be assigned as necessary to the operation of the department.

QUALIFICATIONS

EDUCATION/CERTIFICATION:

- Post-secondary education in a relevant social services or health related field including community development or public administration.
- Courses or training in gerontology an asset.
- Courses or training in leadership or management an asset.

REQUIRED KNOWLEDGE:

- Comprehensive knowledge of board governance and structure.
- Broad knowledge in community resources for seniors.

- Broad knowledge of the needs of an ageing population, and strategies/supports for ageing in place.
- Knowledge of current Health Promotion theory and best practice.
- Knowledge of computer systems and current and related software applications.

EXPERIENCE REQUIRED:

- Two (2) years' experience with community resources and/or community resource development.
- Two (2) years' experience working with the seniors population.

SKILLS/COMPETENCIES:

- Strong demonstrated ability to work independently in a self-directed manner, displaying initiative and creativity. A willingness to work in a flexible work environment where schedule may include some evenings and weekends.
- Strong interpersonal skills including the ability to communicate effectively both verbally and in writing with professional, para-professional staff, clients, families and community members.
- Strong demonstrated ability to engage, build and maintain positive collaborative working relationships with stakeholders and work as a multi-disciplinary team player in a variety of environments.
- Strong demonstrated, effective problem-solving skills in non-standardized care environments.
- Excellent organizational, time management and prioritization skills.
- Ability to work with competing demands using effective time management strategies.
- Valid driver's license and access to a vehicle. Significant regional travel is required.
- Mental and physical ability to meet the demands of the position.
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
 - Will be required to travel throughout the region as duties may require.
 - No hazardous or significantly unpleasant conditions.
 - All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
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WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health Regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Ensures patient safety and patient safety activities are emphasized throughout orientation, training and ongoing performance evaluation and mentoring. Supports an environment which avoids, prevents and corrects all activities or actions which may result in an adverse outcome in the delivery of health care services. Patient safety is a standing item for all individual and departmental meetings.

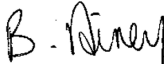
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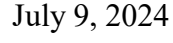
Revised:

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Approved by:



Regional Manager/ Supervisor



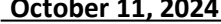
July 9, 2024

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Approved by:



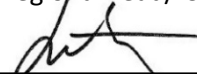
Regional Lead/ CEO



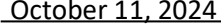
October 11, 2024

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Reviewed by:



Regional Lead, Human Resources



October 11, 2024

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Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.