



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	SERVICES TO SENIORS COORDINATOR
<b>DEPARTMENT:</b>	HOME CARE
<b>CLASSIFICATION:</b>	SERVICES TO SENIORS COORDINATOR
<b>UNION:</b>	MGEU – TECHNICAL PROFESSIONAL

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## REPORTING RELATIONSHIPS

<b>POSITION REPORTS TO:</b>	REGIONAL SERVICES TO SENIORS SUPERVISOR
<b>POSITIONS SUPERVISED:</b>	NONE

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## POSITION SUMMARY

Reporting to the Regional Services to Seniors Supervisor, the Services to Seniors Coordinator 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 aging. 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.

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## ESSENTIAL FUNCTIONS AND DUTIES

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

- 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.
- Submits accurate statistical records in a timely manner to the Administrative Assistant, Senior Supports.
- 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 and 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.
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**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 aging 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) year's experience with community resources and/or community resource development.
- Two (2) year's 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.
- Demonstrates strong, 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.
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#### **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**

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.
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Created: \_\_\_\_\_  
Date

Revised: \_\_\_\_\_  
August, 2023  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor \_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
Regional Lead/ CEO \_\_\_\_\_  
Date

Reviewed by: \_\_\_\_\_  
Regional Lead, Human Resources \_\_\_\_\_  
Date

*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.*