



WHOLE WAY HOUSE
RECONNECT. REBUILD. RECENTER

Program Coordinator

Job Description

2021

Department: Programs
Location: Various Locations Vancouver, BC
Reports to: Manager

Job Summary:

We are seeking to hire a part time Program Coordinator to plan and deliver community building programs to vulnerable seniors and veterans who are at risk of homelessness in the Downtown Eastside. They will recruit and coordinate volunteers, engage residents in programs and keep excellent data records. Our Program Coordinator will work closely with the Tenant Support Worker to help residents access the resources they need and be part of an amazing team committed to improving the lives of the residents we support.

Main Duties and Responsibilities:

- Set up and facilitation of programs (daily, weekly, monthly, special)
- Liaise with other mental health and health care providers, physicians, community workers, landlords and family members on behalf of clients
- Take inventory and coordinate supply orders
- General office and van cleaning
- Hosting and coordinating volunteers and partner organizations for programs
- Developing respectful and trusting relationships with clients
- Work collaboratively in a team and with partner agencies
- Linking clients to tenant support services
- Providing a safe space for guidance and support for the residents, including engaging them in participating in programs and accessing resources available to them
- Keeping up to date and accurate records regarding resident and program data, progress, success, feedback and potential development
- Assisting the Manager with organizing and coordinating, workshops, fundraisers and special events

Requirements, knowledge and experience:

- University degree and/or Community College Diploma in social services or related field an asset (but not required)
- Experience in community mental health, forensic mental health and crisis intervention an asset
- Experience working with homeless individuals preferred
- Able to maintain confidentiality, ethically, regarding sensitive matters regarding the organization and its clientele.
- Related experience working with community support programs and one on one counsel.
- Valid Class 5 driver's license preferred (not required).
- Proficient use of Microsoft Office and Google Drive.
- Ability to work independently; self-motivated and disciplined. Ability to work with a team, cooperative, contribution-oriented.
- Knowledge of landlord and tenant act, health care and community resources
- Agreement with Whole Way House's Mission Statement.



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Behavioural Competencies:

- **Adaptability / Flexibility** - Adjust approach to meet needs of changing conditions, situations, and people to work effectively in difficult or ambiguous situations.
- **Collaboration and Network Building** - Identify and create external and interdepartmental interdisciplinary networks to support service delivery and achieve organizational objectives.
- **Self-Care** - Deliberately and continuously apply professional and personal self-care to sustain optimal productivity and maintain physical, mental, spiritual and emotional health.
- **Self-Management** - Manage emotions and strong feelings while maintaining calm and tactful demeanour under a broad range of challenging circumstances.
- **Teamwork and Cooperation** - Work collaboratively and productively across the organization to achieve common goals, while demonstrating respect, cooperation, collaboration, and consensus building.

Working Conditions:

- **Work Location** - Work is generally performed indoors, with up to 30% of the time spent outdoors in all types of weather.
- **Physical Requirements** - Duties require extended periods of standing and/or walking. Duties require occasional periods of climbing, pulling/pushing items, lifting/carrying items, keyboarding, reaching with hands and arms, stooping, kneeling, crouching, or crawling. Employees are required to look at a computer screen for up to 70% of the time. Must be able to lift up to 50 lbs occasionally. The employee is required to see, talk and hear.
- **Work Conditions** - This position may be required, at times, to work in an environment often dealing with clients in crisis brought about by diverse problems. The ability to function independently and frequently under pressure, while managing multiple concurrent tasks including emergency situations is an ongoing expectation of this position.
- **Hours of Work** - This position typically works 3 days per week onsite for 6-8 hours per shift. Some work on scheduled days off may be required. Moderate overtime may be required. Work on weekends and statutory holidays may be required.
- **Hazards** - Job requires some interaction with the public some of whom may be upset, abusive, and/or violent. Job requires working with people in unhealthy conditions and may include exposure to bodily fluids, lice and bedbugs. Employee may be required to hear about clients' lives which may be troubling or upsetting, and may cause emotional issues including vicarious trauma.
- **Other** - Due to the nature of the job, and our commitment to a safe environment, the candidate is subject to a criminal record check and must submit a current Driver's Abstract.

Compensation & hours of work:

- Compensation Type: Hourly
- Salary Range: \$20+/hour
- Hours of Work: Approximately 12-24 hours per week