



POSITION DESCRIPTION

Position: Temporary Assessment, Housing and Intake Coordinator

Program: Outreach Services

Reports to: Director of Operations

Date Approved: March 2018

This position provides assessment, information, referral, support and assistance to older adults addressing basic needs as well as social and emotional needs as identified by the individual. This includes assisting the older adult in becoming familiar with housing options, support when making a decision to downsize homes and provide referrals in regards to landlord tenancy issues. Other tasks include helping older adults prioritize their needs and make informed referral as necessary as well as responding to calls from families of older adults, community members and professionals regarding available resources.

RESPONSIBILITIES:

Area of Responsibility	Tasks
Direct Services	<ul style="list-style-type: none"> • Respond to telephone and walk-in clients providing comprehensive needs assessments; • Provide assistance and resource information as required; • Make referrals to appropriate internal and external programs and services; • Provide information, referral and support to seniors and/or their families regarding housing options and issues; • Assist seniors in accessing the services they require in order to relocate; • Provide assistance in filling out forms or make appointments for this purpose with designated volunteers; • Provide general information concerning government and non-government programs, benefits and services to seniors;

	<ul style="list-style-type: none"> • Assist seniors in resolving difficulties with government systems and with Housing providers; • Assist seniors in navigation of systems including Landlord and Tenancy issues; • Make contact with subsidized housing providers regarding availability of housing;
Planning and Program Development	<ul style="list-style-type: none"> • Maintain program utilization statistics; • Ensure data entry is kept up to date; • Assist in the ongoing evaluation of the programs; • Identify program improvement opportunities; • Implement policies, procedures and program development strategies; • Assist with the collection of current information on appropriate accommodation options, federal and provincial grants and subsidies, and other community services; • Develop workshop materials.
Volunteer Co-ordination	<ul style="list-style-type: none"> • Assist in the co-ordination, training, and supervision of program volunteers; • Provide on-going support and encouragement to volunteers in the program.
Community Relations	<ul style="list-style-type: none"> • Promote the program and its resources in the community through presentations and/or participating in housing displays; • Network with agencies in the community that address seniors' housing issues; • Provide information and referral to other community resources as required; • Collect information and statistics from public and private housing organizations as required; • Keep up to date on new housing sites in the community; • Visit various housing sites in order to provide seniors with up to date knowledge and connect with housing providers.
Other Duties	<ul style="list-style-type: none"> • Participate in planning and implementation of workshops and special events within a team environment; • Attend scheduled meetings as required • As required and/or assigned.

QUALIFICATIONS

- Human Services education;
- Experience in the Human Services field;
- Knowledge of Seniors Housing options in Edmonton

SKILLS and EXPERIENCE

- Experience working with older people and volunteers;
- Understanding of older people's issues and housing options for older people;
- Familiarity and experience with social/psychological issues faced by older people and their families as they deal with life transitions;
- Experience in working with diverse cultures;
- Understanding of the barriers facing seniors from diverse cultures;
- Excellent interview, assessment, communication, and presentation skills;
- Knowledge of community resources and services related to older people and care providers;
- Excellent planning, writing and organizational skills;
- Computer literate with familiarity with Windows 98 and Microsoft Word;
- Experience working with volunteers;
- Self-motivated and able to work as part of a team.

HOURS OF WORK

35 hours per week. Specific hours of work to be coordinated with the Supervisor but general office hours are 8:30 – 4:30, Monday to Friday. Temp to February, 2019.

SALARY LEVEL

\$41, 616 base rate per annum, plus benefits and pension contributions as defined by Board policy. Rates above the base salary will be considered based on assessment of the successful candidate's education, skills, previous experience and other factors.