



Seniors Transportation Services Coordinator

32 hours per week until August 31, 2025

Position Summary:

The Seniors Transportation Services Coordinator efficiently schedules the transportation of seniors as well as plans, implements, and oversees the day-to-day activities of the Seniors Transport and Ride Service (STAR) program. Participates in program development, policies and procedure formulation, program evaluation and budget preparation

Qualifications:

Education, Training and Experience:

- Diploma in Human/Social Services or related field.
- Minimum two (2) years recent related experience working in Senior Services.
- Experience coordinating volunteers.
- Experience working with diverse populations from different cultures and socio-economic backgrounds.

Job Skills and Ability:

- Must be people oriented, outgoing, dynamic and resourceful.
- Demonstrate excellent administrative, organizational and problem-solving skills.
- Demonstrate effective interpersonal and communication skills.
- Demonstrate teamwork and strong networking and leadership skills.
- Demonstrate time and resource management techniques.
- Demonstrate excellent computer skills including specific knowledge of Outlook, Excel and Access.
- Demonstrate excellent financial and budgetary skills.
- Demonstrate strong presentation and public relations skills.
- Ability to develop and maintain effective working relationships with internal and external community service providers and other professionals.
- Knowledge of seniors' issues and challenges faced due to age-related illnesses and disabilities.
- Knowledge of relevant community resources, service providers and networks.

Key Duties and Responsibilities:

1. To assist in the planning, organization, implementation, and evaluation of a volunteer and staff run service-providing transport of clients to appointments and grocery shopping.
2. To oversee the day-to-day operation of the program by ensuring that the necessary program guidelines, policies, and procedures are adhered to and program standards met.
3. To work with the Senior Services Coordinator and Director on development of outcomes and measuring impact
4. To efficiently schedule and dispatch paid drivers and volunteers
5. To recruit, screen, retain, train and supervise volunteers in accordance with CCS policies and practices.
6. To carry out administrative work accurately and efficiently
7. To maintain an electronic client tracking and scheduling system
8. To make recommendations to the Program Coordinator and Program Director regarding program

development, policy and procedure formulation and program evaluation.

9. To monitor program expenditures within the existing budget. To process invoices and maintain financial records in accordance to established procedures.
10. To liaise with community partners and other professionals and community contacts to facilitate referrals, recommendations, and maximize service delivery in the area.
11. To undertake outreach and promote public awareness of and support for the program by performing duties such as producing promotional materials and attending community events, as needed.
12. To represent the organization and program in external events.
13. To maintain related records and statistics and produce reports as required.
14. To attend meetings and workshops as directed.
15. Complete all mandatory learning requirements.
16. Performs other relevant duties as required.

General:

- Wage rate as per BCGEU Collective Agreement, Program Coordinator 1 - Grid Level 12 - \$28.32 plus health and dental benefits.
- This position requires Union membership.
- This position is open to all persons.
- This position requires successful completion of a criminal record check.
- This position reports to the Senior Services Coordinator.

Please mention the name of the job position you are applying for in your cover letter.

NO phone calls. Only short-listed applicants will be contacted.

Please submit your cover letter and resume to:

Human Resources
Chilliwack Community Services
45938 Wellington Avenue, Chilliwack, BC V2P 2C7
Fax: 604.792.6575 Email: careers@comserv.bc.ca

Closing Date: 12:00 Noon, October 2, 2023