



POSITION TITLE: Client Services Coordinator
REPORTS TO: Executive Director

JOB SUMMARY:

The Client Services Coordinator works in accordance with the mission, vision and values of Saanich Volunteer Services Society (SVSS). The Client Services Coordinator is responsible for the Saanich Volunteer Services Client Program including, but not limited to client screening, needs assessment, information sharing, referrals and connecting with other community based services and programs. The Client Services Coordinator provides guidance, support and resources to clients within the community. The Client Services Coordinator works closely with other SVSS team members in the successful delivery of programs and services to promote independent living and enhance quality of life for Saanich residents.

RESPONSIBILITIES:

1. Fosters and maintains positive, collaborative relationships with team members.
2. Develops, administers and reviews policies and procedures that guide the client program within the mandate of SVSS and Better at Home (BAH).
3. Assesses new client needs including clients requesting BAH paid housekeeping services.
4. Establishes one on one relationship with new and existing clients, providing on-going support as required.
5. Helps clients explore their social and physical environment and examine barriers that may be affecting their well being.
6. Helps clients connect with community resources and programs.
7. Coordinates services and arranges supported transportation where necessary.
8. Networks and collaborates with other agencies and service providers.
9. Follows up with clients and assesses outcomes.
10. Assists with client form completion where required.
11. Collaborates with team members in all matters related to SVSS.
12. Collaborates with other coordinators to support and establish client needs to secure appropriate volunteer services delivery.
13. Maintains client records, enters new client information into client database.
14. Maintains and provides client statistics and information in support of grant applications and reports as required.
15. Prepares monthly report of activities and outcomes.
16. Assists in the development of, and may deliver, education forums for SVSS volunteers.
17. Prepares and conducts group presentations in the community.
18. Promotes SVSS and networks with other agencies in the community.
19. Maintains Better at Home client information.
20. Provides monthly record of expenses including record of mileage driven for expense remuneration.

21. Provides input to the Executive Director on matters related to SVSS funding and expenses.
22. Complies with the SVSS health and safety management program and all applicable safety standards, regulations, directives and procedures.
23. Attends meetings when required.
24. Communicates issues of concern related to SVSS to the Executive Director.
25. Performs other related duties as assigned and as reflective of individual strengths.

QUALIFICATIONS:

EDUCATION

- Bachelors in Social Work
- Registered Social Worker with the BC College of Social Workers
- Demonstrates and applies the Code of Ethics supported by the profession of Social Workers
- Current First Aid and CPR Certificate (to be renewed upon expiry)
- Valid BC Driver's License and access to a vehicle
- Successful Criminal Record Checks

KNOWLEDGE, SKILLS AND ABILITIES

- Minimum of three years recent related experience, ideally working with a non-profit organization
- Proficiency in Microsoft Office Application and Database Management
- Excellent interpersonal skills, particularly related to reflective listening, effectively communicating, and approaching other with empathy
- Ability to problem solve and make informed decisions
- Ability to create and make public presentations
- Ability to initiate improvement, follow policy and to work with a minimum of supervision
- Ability to work independently and in cooperation with others
- Ability to manage time, workload and conflicting priorities effectively and efficiently
- Sensitive to the requirements of an adult learning environment
- Demonstrates patience and appreciation for working with individuals with complex needs, especially the elderly
- Ability to maintain confidentiality
- Active knowledge of social media tools and techniques

TERMS SPECIFIC TO THE CLIENT SERVICES COORDINATOR POSITION:

1. Use of personal vehicle and the ability to make home visits are a requirement of the position.
2. A mobile phone is required and compensation provided.

Staff Member Acknowledgement:

I have read and agree to this position description. I understand the requirements of this position and will make every effort to fulfill the duties and succeed in this role.

Staff Member *(Please Print)*

Date

Staff Signature *(Please Sign)*

For Office Use

Completed by:	Effective Date:
Approved by:	Review Date: