**Community Services Navigator**

**Job description**

**About Us**

Since 1982, the Langley Senior Resources Society (LSRS) has provided social, recreational, and educational programs as well as nutritious food, health, and supportive services for adults 50 years of age and older in the City of Langley and the Township of Langley. LSRS is an independent, non-profit, charitable organization with 40 staff and 200 volunteers that deliver over 40 programs, services, and events every year.

**Summary of Role:**

The Community Resource Navigator assists Langley Senior Resources Society by providing the most accessible, highest quality and comprehensive support, information and referrals for programs and services for seniors in Langley and Aldergrove. The goal is to help seniors reconnect, and stay connected, in our community and to live independently in their homes. Services include advocating for clients and assisting them with federal, provincial, and municipal applications and forms. This role requires an interest and heart for working with and supporting seniors in our community.

**Key Duties & Responsibilities**

* Develop rapport with clients, including:

o Build trust with the client through initial meetings/discussions.

o Complete home visits as needed.

o Visit isolated seniors and inform them of services offered in the community, at government agencies, and/or at the Langley Seniors Centre, to help seniors to reconnect with the community and to live independently in their homes with the appropriate supports.

* Assistance Provided - Housing Navigation
* Inform clients about BC Housing
* Assist with calls to BC Housing and completion of forms as needed (including signing up for the SAFER program if they qualify)
* Support Clients with landlord and Property Manager concerns, this does not include filing of dispute resolution or attend a hearing.
* Advise people of housing resources.
* Income Taxes:

Support clients as needed, may include:

Reminder calls to get taxes completed.

Going to clients home to collect required tax forms (performed under the Community Volunteer Tax Program).

Attend tax filing session with them (only if at LSRS) if they request it.

Program Delivery - Better at Home Program (under contract with United Way)

Assign volunteers to seniors who are accessing programs, ie. Telephone Buddies, Housing, and keep records of all services provided.

* Support Clients with applications; ascertain status of applications and follow up as needed to ensure services instated for client.
* Programs may include but may not be limited to – SAFER grants, GIS Applications, BC Seniors Supplement, Homeowner Grants, Property Tax Deferment, Handy Dart, Taxi Savers, Health Insurance BC (Pharmacare and MSP).
* Provide information to seniors on services available. (for example, BC Rebate for Accessible Adaptations (BC RAHA) or Lifeline.)

**Teamwork:**

* Work in close association with the Community Services Coordinator and other LSRS staff to provide services to seniors in the community.
* Attend in-service and staff development meetings, as well as network with others in the community.
* Build positive relationships with other service providers.
* Take the lead on Programs eg. Friendly Visitors, Housing Navigation, BC Farmers Market Nutrition Coupon Program, etc.
* Establish and build positive working relationships.
* Consistently display respectful attitude towards management, co-workers, volunteers, members and the users of our facilities.

**Administration (Operational Effectiveness, Time Management):**

· Keep detailed records of all clients.

· Ensure required data is input into MS Access database.

· Become familiar with the details and operation of all Community Services and Better at Home Program, as well as develop a working knowledge of other departments at the Langley Senior Resources Society.

· Respond to phone calls, emails, or drop in traffic and provide information and referrals to seniors and/or their families; provide follow up as needed.

· Liaise with family members or friends as required.

· Maintain an up-to-date knowledge of Langley Seniors Resources Society policies and procedures as well as community resources available and important to seniors.

· Manage new intakes with other staff to maximize effectiveness and timely responses to clients.

**Service (customer service, communication)**

· Maintain a high level of service quality, assist clients to connect to community services programs and Better at Home services.

· Bring seniors to the Centre, as considered appropriate, in order to provide them with a tour and/or give them an opportunity to try out a program of their choice.

· Maintain a high level of positive communication with team members.

· Be reliable and flexible in meeting work commitments.

* Demonstrate the ability to remain calm under pressure.
* Adhere to organizational standards as outlined in the LSRS Employee Handbook.
* Respect that member information is confidential and adhere to the LSRS Confidentiality Agreement.

**Abilities/Skills:**

* Basic computer skills: MS Office (Access, Word, Excel), Email, internet.
* Highly organized and has the ability to multi-task on priorities and projects
* Demonstrate good time management
* Excellent oral and written communication skills

**Qualifications, Experience, Education and Training**

· Post-secondary degree or diploma in the social sciences, health sciences or equivalent relevant education and experience.

· Working within a multi-disciplinary team is preferred.

· Minimum of two years of experience in working with seniors and families.

· Class 5 driver’s license.

Job Types: Full-time, Fixed term contract

Contract length: 12 months

Pay: $25.00-$27.00 per hour

Expected hours: No more than 32 per week

Benefits:

* Casual dress
* Dental care
* Extended health care
* Life insurance
* Vision care