



Request for Expression of Interest

January 25, 2024

Esquimalt Neighbourhood House Society (“ENH”) is seeking Expressions of Interest for **ENH’s Co-ordinator, Seniors Services** position. Reporting directly to the Executive Director, this is a permanent, full-time position with a 3-month trial period during which the candidate will be assessed for suitability, demonstrated competencies and level of capability to perform the work required in the role as deemed satisfactory by ENH, the employer. The annual salary is \$54,600. The position works primarily from ENH’s office; working from a home office would be minimal.

Currently, the position is responsible for managing one contractual agreement intended to provide non-medical services to older people (65+) living in Esquimalt. This position will make informed referrals to community resources and agencies, track outcomes related to prevention and diversion activities, resource distribution, and assist as needed with other immediate supportive services. Additionally, it requires spending time with clients in immediate need and must be able to not only assess the situation, but offer empathy, brainstorm creative alternative solutions and help clients with immediate, basic needs. As well, informing and encouraging community members to participate in various free group activities offered by ENH and aimed at reducing loneliness, social isolation, improving physical and mental health and well-being and strengthening community connections. This position is responsible for - tracking and managing a caseload, program activities, client data, and statistics, keeping accurate records of program activities, building client files, assisting in the completion of reports, creating schedules, regularly meeting with recipient client(s), tracking progress toward goals in detailed case files with charts, progress notes, and outcome evaluations.

The candidate must embrace a culture of teamwork, collective success and support in contributing to the team’s successful delivery of expected results and in advancing ENH’s strategic goals. The ideal candidate will possess a strong work ethic, have a track record of successful problem-solving, be able to work independently with minimal supervision, have an understanding of challenges and barriers that impact older people, understands the meaning of ageism, be passionate about helping older adults, and understands that the success of ENH’s Seniors Services is achieved through collaborative efforts with all ENH’s team members, the network of community resources and representatives, and those ENH serves.

Candidate requirements include:

- strong analytical reasoning and ethical thinking;
- understands and utilizes key performance measurements to measure, evaluate success and identify potential expansion of services offered;
- computer skills (experience with commonly used software such as word and excel and social media platforms);
- excellent communication skills with the ability to create and maintain rapport with clients, express and transmit information with consistency and clarity, using active listening techniques, verbal, non-verbal, written and visual techniques and choosing the best method for communicating i.e. in-person, over the telephone, email, text, virtual meeting;
- experience with managing a small budget (revenues and expenditures);
- demonstrates and exercises emotional intelligence e.g. ability to recognize, understand, and manage emotion, both your own and those of others;
- leadership and supervisory experience directly recruiting, on-boarding and managing a team of volunteers and contractors;
- knowledge and familiarity with community and social services;
- demonstrated networking skills to maintain relationships with existing partners and in cultivating new partnerships with additional community organizations to strengthen and advance program services and funding streams;
- ability to facilitate and provide appropriate guidance and relevant referral support for existing clients and others;
- ability to multi-task, prioritize work and take timely actions in response to client needs and to successfully meet program reporting deadlines;
- being flexible and resilient, supportive and easily adapt to change;
- ability to identify, create, build and develop sustainable future programming;

- strong teamwork skills, including demonstrated ability to interact, lead and participate in decision-making that respects people with a diversity of backgrounds, experiences and styles, while working collegially with a high degree of tact and diplomacy;
- demonstrated ability to effectively problem solve independently and collaboratively and apply sound judgement in making decisions that promote team unity and client stability and edification;
- skilled at de-escalating conflict and adept at influencing positive and constructive feedback to identify desired results and opportunities for compromise, toward meaningful and mutually acceptable resolutions and/or outcomes;
- vehicle is an asset.

It is very important ENH hires a person who will take an active role in community initiatives to increase the community's capacity to address needs and develop relationships.

This role presents a great opportunity to develop the position to one that provides leadership and support to ensure ENH's services for older adults evolve in line with ENH's Ends Statements, its community members and its diversity. The demands of the community continue to grow and evolve and services for older adults have become more imperative to ENH's existing client base and those yet to be engaged.

Note: *the above description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. ENH reserves the right to assign or reassign duties and responsibilities to this job at any time.*

ENH believes in a workplace culture of inclusion that is welcoming, respectful, safe and empowering for all staff. It is critical to ENH's success to eliminate barriers and promote the inclusion of equity groups. Equity groups have been, and continue to be, underrepresented and marginalized in the workforce, leadership roles, and in some specific occupations. Equity groups include but may not be limited to Indigenous persons, racialized people, gender diverse people, 2SLGBTQIA+ people and persons with disabilities.

If the above request has peaked your interest, please email (mlmckenna@enh.bc.ca) a brief summary by end of day Monday, February 5, 2024, of what, in particular, about the position resonates with your personal or career interests; demonstrate how you meet the skills and abilities, knowledge and experience requirements as described above; and finally, what do you believe makes you a good fit for this role and the added value you will bring to the ENH team.

At this stage of the request, submitting a resume is not required. Simply sending your resume without the "brief summary" will not be considered and your application will be screened out as incomplete. Only those applicants who were able to clearly demonstrate that they have the required qualifications, will proceed to the next step and will be asked to email a resume. Following further screening only the top 3 to a maximum of 5 candidates will be invited for an interview.

If you require accommodation at any stage during this hiring process, please inform us. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please send your request to mlmckenna@enh.bc.ca.

Thank you for your attention and potential interest!