

## **Part-time SALC Seniors Active Living Program Coordinator Job Description**

The Program Coordinator is responsible for the day-to-day operations of the Seniors Active Living Centre (SALC). Royal Canadian Legion Branch 386 and the Township of Matachewan SALC Program Staff coordinates and facilitates engaging programming for older adults across the area to enhance community engagement, prevent isolation, and improve the health and wellness of attendees. The Program Coordinator will work with both internal and external stakeholders through program delivery with the goal of building, developing, and maintaining effective client relations and community partnerships.

**What you will do:** • Coordinate and implement on-going SALC community-based programs and identify opportunities for program improvement and expansion. • Plan, organize, and facilitate social, recreational, educational, health and wellness, and exercise-based programming both in-person and virtually which will include the Township of Matachewan and communities in the district, including evaluating program delivery, effectiveness, and viability. • Identify, locate, and secure appropriate space for program delivery and, where possible, bundle with existing programs and/or existing locations.

**What you will need:** • Graduation from a two-year post-secondary program in social sciences, community development, gerontology, or equivalent; advanced degree in social sciences/or health studies preferred. • 2-3 years of experience in outreach, program and community development, with a focus on older adults. • Strong communication, leadership, and customer service skills. • Conversant about community and local resources for vulnerable adults, • Experience in collecting, compiling, and evaluating program data.

### **DUTIES AND RESPONSIBILITIES (not limited to):**

- Coordinate and implement on-going SALC community-based programs and identify opportunities for program improvement and expansion.
- Plan, organize, and facilitate social, recreational, educational, health and wellness, and exercise-based programming in multiple rural communities, including evaluating program delivery, effectiveness, and viability.
- Identify, locate, and secure appropriate space for program delivery and, where possible, bundle with existing programs and/or existing locations.
- Research and develop best practices for program delivery, health and wellness promotion, and client centred customer service.
- Create and coordinate distribution of program calendars, informational/promotional, and outreach materials.
- Track trends and changing community needs to ensure appropriate service delivery. • Track and monitor expenses against a pre-set budget.
- Develop, build, and maintain partnerships and initiatives with community organizations and networks.
- Expand awareness of programs and initiatives through oral presentations to community stakeholders and written articles for local publications.
- Coordinate program outreach, community relations, and marketing efforts to increase participation and volunteerism.
- Work with communities to identify and fill any gaps in existing services.
- Provide individuals and families with information related to community supports and services to fulfill basic navigation needs and align these individuals with comprehensive navigation services through the Northeastern Health Unit NEPH programs, or appropriate community-based programs.
- Measure, analyze, and report on a predetermined list of process and outcome indicators by collecting client and stakeholder feedback.
- Assist in the development of policies and procedures relating to program delivery.

**6. Explain how you resolved a past conflict with another colleague.**

**Why this matters:**

Sometimes, program coordinators may experience internal pushback. To preserve positive relationships, they must be willing to facilitate cooperative conversations and recognize different perspectives — then come to a resolution that benefits both parties. Top candidates will have a history of demonstrating patience and empathy toward their colleagues in tense situations.

**What to listen for:**

- Ability to peaceably resolve internal conflicts
- Openness to receiving constructive feedback
- Solution-oriented approach to disagreements

**7. How do you juggle multiple responsibilities at once?**

**Why this matters:**

On a regular basis, program coordinators manage numerous tasks of varying importance. They must know how to keep careful track of every assignment, focus on relevant details, and facilitate successful program development. This question sheds light on how candidates prioritize tasks and avoid becoming overwhelmed when work gets busy.

**What to listen for:**

- Exceptional time management skills
- Ability to remain calm under pressure
- Knowledge of best organizational practices

**8. Describe your digital skills and how you would apply them to this role.**

**Why this matters:**

Program management software can help program coordinators to complete their work more efficiently and meet essential organizational goals. This question reveals a candidate's digital skills and approach to technology. Top candidates will take measures to implement effective technological solutions into their everyday responsibilities.

**What to listen for:**

- Experience navigating program management software, such as ClickUp or Microsoft SharePoint
- Willingness to learn new technologies
- Explanation of how digital tools can benefit workflow

## **9. How do you build trust within a team?**

### **Why this matters:**

Program coordinators must often delegate important responsibilities and oversee colleagues' work. Qualified candidates will know how to foster a positive, collaborative environment that encourages team members to willingly contribute to a smooth and speedy workflow. This question tests a candidate's ability to maintain positive connections while holding others accountable.

### **What to listen for:**

- Stellar interpersonal skills
- Strong desire to lead effective teams
- Understanding of how trust contributes to productivity

- Assist older adults and their caregivers to better navigate the full range of community supports available to them. Support clients in completing service applications and collaborate with community service providers to provide linkages, referrals, and focus on the social determinants of health for clients.
- Adhere to standards in respect to quality assurance, infection control, emergency procedures, and occupational health and safety. Ensures compliance by volunteers.
- Related duties as assigned.

**MINIMUM EDUCATION, EXPERIENCE & QUALIFICATIONS:**

- Graduation from a two-year post-secondary program in social sciences, community development, gerontology, or equivalent; advanced degree in social sciences/or health studies preferred.
- 2-3 years of experience in outreach and community development, with a focus on older adults.
- Strong communication, leadership, and customer service skills.
- Conversant about community and local resources for vulnerable adults,
- Experience in collecting, compiling, and evaluating program data.
- Creative, enthusiastic, and positive approach to program development and event design, including passion for inspiring and motivating older adults to lead a healthy, holistic lifestyle.
- Knowledge and enthusiasm for the benefits of physical activity, recreation, socialization, volunteerism, and engagement for older adult populations.
- Knowledge of age-related changes and cognitive and physical impairments. Proven ability to adapt or modify programming accordingly to promote an inclusive environment.
- Demonstrated highly developed skills in organization, innovation, critical thinking, leadership, customer service and relations, written and oral communications, and technological proficiency.
- Ability to work diplomatically and creatively within a complex, non-standardized setting.
- Ability to meet the physical demands of the position including lifting and leading multiple programs throughout the day.
- Flexibility to work occasional weekends and evenings.
- Ability to work effectively, independently, and as part of a team.
- Proficiency in Microsoft Office.
- Valid Ontario driver's license and the ability to travel throughout the Muskoka region to deliver programming.

**DECISION MAKING & INDEPENDENCE:** This job works under the general direction of CAO/Clerk Treasurer and within the framework of the municipalities policies, directives, guidelines, and objectives.

This job will: • Exercise independence of action in participating and providing program/service recommendations.

- Provide advice to management on identified and emerging issues impacting program goals or outcomes.
- Be able to anticipate and identify impacts and issues to take corrective action, adjust priorities, and meet program commitments. Procedures or Standards for the job:
- All policies, procedures, by-laws, and SOPs developed by the municipality.
- Adhere to standards with respect to quality assurance, infection control, emergency procedures, and occupational health and safety.
- Collect and maintain potentially confidential participant and client data according to Municipal Freedom of Information and Protection of Privacy Act.
- Guidelines and values set out by the Canadian Centre for Activity and Aging. Judgement is exercised in working with parts of sensitive and confidential data sets, including grant funding. This role will collect and maintain potentially confidential participant and client data according to Municipal Freedom of Information and Protection of Privacy Act.

**FINANCIAL RESPONSIBILITY:** This position will be responsible for tracking and monitoring program expenses within the SALC Program budget.

This position will source and purchase supplies within prescribed limits. Monitoring expenditures against grant funds is also a requirement of this role.

**SUPERVISORY RESPONSIBILITY:** This job is not directly responsible for the oversight of other staff members. Monitoring of performance of contracted program instructors is also expected from this role.

**CONTACTS:** Internal Working Relationships:

- Regular contact with staff in the Senior's Program division.
- Occasional consultations with Timiskaming Health Unit Services and programs to facilitate navigation supports for older adults.
- Occasional work with staff in other Senior divisions.

**EXTERNAL WORKING RELATIONSHIPS:**

- Regular contact with community partners, external agencies, service providers and service coordination tables to inventory, schedule, identify gaps in existing services, and integrate delivery of outreach programs that help individuals access, participate in, and benefit from programs related to engagement, skill development, voluntarism, and social enterprise.
- Daily contact with members of the community participating in the programs.

**PHYSICAL / PSYCHOLOGICAL DEMANDS & WORKING CONDITIONS:** Approximately 40% of the time of this job is in an office setting, using computer equipment. The remainder of time is spent in the community, at a variety of different locations, facilitating community programs. This involves regular movement of standing, walking, kneeling, and lifting. Physical and mental exertion is required on days when programming in the community.

**HEALTH & SAFETY RESPONSIBILITIES (for workers):**

- Work in a safe manner that is in compliance with the Occupational Health and Safety Act and policies / procedures of the Municipality/Legion.
- Participate in health and safety-related training.
- Wear or use the required protective equipment, clothing and/or devices.
- Report injuries, hazards, or equipment defects.

**Township of Matachewan Q4 Start up SALC**

<b>Item</b>	<b>Description</b>	<b>Expected Expenditure</b>
<i>Starlink System</i>	<i>\$314.14+\$158.20 158.20 x2 months=</i>	<i>\$700.00</i>
<i>Hiring Part-time Staff</i>	<i>\$20/hr x 16hrs a week</i>	<i>\$2560.00 for 2 Months</i>
<i>Municipal Staff</i>	<i>\$30/hr x 4/hr. a week x 2 people</i>	<i>\$1920.00 for 2 Months</i>
<i>Lenovo ThinkPad Laptop</i>	<i>1 Laptop For admin Services at legion</i>	<i>\$1,350.00</i>
<i>SAMSUNG 65" Class DU6900 Crystal UHD 4K Smart TV</i>	<i>Tv for webinars</i>	<i>\$800.00</i>
<i>iPad</i>	<i>4xipads 550.00 for Training and Learning for Seniors</i>	<i>\$2,200.00</i>
<i>iPad Cases</i>	<i>\$70.00 x4 Cases for iPad</i>	<i>\$280.00</i>
<i>Rent For Legion</i>	<i>\$45.00/day X 3 days a month</i>	<i>\$500.00</i>
<i>Microsoft Office software</i>	<i>For the laptop</i>	<i>\$190.00</i>
<i>Marketing</i>	<i>Promotion, Signage, mailouts,</i>	<i>\$2000.00</i>