



LIFE AFTER FIFTY
635 McEwan
Windsor, Ontario N9B 2E9

JOB DESCRIPTION – COMMUNITY WELLNESS COORDINATOR

Position: Community Wellness Coordinator

Status: Contract Full-time (1.0)

Reports to: Director of Programs and Services

Position Summary

The Community Wellness Coordinator is responsible for coordinating, monitoring and evaluating the delivery of Safety and Security, Home Maintenance, and Foot Care programs at Life After Fifty. They will interact on a daily basis by phone and face to face with older adults requiring services identified below. This includes intake and processing of new applications and receiving referrals from other service organizations in addition to the specific tasks outlined below. They will ensure that all regional best practices are adhered to.

1. Responsibilities

Safety and Security

- a) Assist with all aspects of the programs as required
- b) Ensure policies and procedures are being followed
- c) Recruit, interview, supervise and train volunteers
- d) Support Social and Safety Volunteers / Students
- e) Match volunteers in conjunction with the Volunteer Coordinator
- f) Work with the Volunteer Coordinator to ensure volunteer recognition and retention

JOB DESCRIPTION – WELLNESS SERVICES COORDINATOR

- g) Refer to the appropriate community agencies as required
- h) Conduct home visits and client in-home and intake assessments

Foot Care

- a) General coordination of the Foot Care Program
- b) Maintain inventory and order foot care supplies as needed
- c) Work with nurses to ensure all equipment is maintained
- d) Oversee foot care nurse schedules

Home Maintenance and Repair

- a) Coordinate the Home Maintenance Program
- b) Recruit, interview, screen and place service providers as appropriate
- c) Ensure all required documentation is completed and submitted by service providers
- d) Address concerns from providers regarding the safety and security of the client's home environment
- e) Make client referrals to other agencies as required
- f) Book / confirm / schedule requests for home maintenance and repair
- g) Respond to client emergencies by notifying emergency contact or emergency personnel

2. Responsible for client and statistical documentation and payment processing for services

- a) Monitor community wellness services volunteer and client statistical data and

JOB DESCRIPTION – WELLNESS SERVICES COORDINATOR

- submit reports
- b) Ensure client and demographic data is entered and updated as required and confidentially is maintained
- c) Assist in the evaluation of client satisfaction through telephone communication and written surveys as required by the ESC LHIN
- d) Process billing and payment requests

3. Program Development and Delivery

- a) To assist with other activities and events as outlined in the Personnel Policy, or as requested by the Director of Programs and Services and the Executive Director.
- b) Work within budgetary and service level guidelines as assigned by the Director of Programs and Services
- c) To evaluate the delivery and opportunities for growth of all community Support Services
- d) Contribute to discussions regarding improvements or modifications of current service provision

4. Liaise with other service providers

- a) Receive and process referrals from other service providers
- b) Respond to inquiries regarding Community Wellness Services from other community agencies including Community Care Access Centre
- c) Represent agency on community committees and events as required

Qualifications

- Degree or diploma in social work or social services worker, nursing or health related field, or combination of relevant education and experience
- Experience working with older adults

JOB DESCRIPTION – WELLNESS SERVICES COORDINATOR

- Experience coordinating programs
- Knowledge of community resources
- Excellent customer service skills
- Demonstrated skills in database management
- Excellent oral, written and electronic communication skills
- Police clearance required
- Driver's License with access to a reliable vehicle
- Ensure compliance with all Supervisory Duties and Responsibilities as outlined in the Occupational Health and Safety Act