



LIFE AFTER FIFTY
635 McEwan Avenue
Windsor, On N9B 2E9

JOB DESCRIPTION

Position: Facilitator, Compassionate Neighbourhoods

Status: Contract (35 hours per week)

Reports to: Director of Programs and Services

Position Summary

The Facilitator, Compassionate Neighbourhoods will oversee the successful start-up and delivery of the Trillium-funded Compassionate Neighbourhoods program at Life After Fifty (LAF) and within the existing Outreach Program locations. This position is hired by LAF and cross-appointed to the Windsor-Essex Compassion Care Community Project Management Office. It has a dual reporting relationship to LAF for HR and site operations, and to the Coordinator, Compassionate Neighbourhood Program at WECCC/Hospice for content delivery. The term of this project is 1 year (February 2018 to January 2019).

The Compassionate Neighbourhoods program is responsible to:

- Organize and deliver new compassionate neighbourhood programs in each of the 20 LAF Outreach buildings, and the LAF locations.
- Identify and reach out to at least 25+ residents who are isolated or at high risk in each environment;
- Support isolated individuals to co-design their own unique network of support utilizing the WECCC holistic care approach;
- Create a neighbourhood exchange to increase informal practical and social opportunities, and to share the skills and talents of neighbours;
- Work with the neighbourhood to develop a transportation plan as a gateway support and connect people to nearby Wellness Hubs or Activity Centres to expand connections, develop skills and pursue shared interests.

- Recruit, train and supervise students and neighbourhood volunteers;
- Develop a continuity/sustainability plan with each neighbourhood
- Carry out required evaluation, data collection and information management processes

The Facilitator, Compassionate Neighbourhoods has responsibility for program delivery in all LAF supported sites, ensuring that the Compassionate Neighbourhoods program runs smoothly and that all deliverables, client participation targets, timelines and results are met. The Facilitator will work as part of a broader Compassionate Neighbourhoods team. The Facilitator will play an active role in the all day to day operations, including facilitating groups in multiple neighbourhoods and carrying a caseload of clients. The Compassionate Neighbourhood team will also have access to Information/Research Resources, as well as admin, communications, and tech support through the WECCC PMO.

MAIN ACTIVITIES

Description of Specific Duties

Client and Family Participation in Neighbourhood Programs

- Following the established curriculum, kick-start the delivery of Compassionate Neighbourhoods Programs in designated buildings or groups. This includes facilitating at least one Life and Living Well course in each building (each course runs weekly over 4 weeks) and offering Self+1 Training as appropriate. In addition, a recurring course schedule will be added to the LAF programming calendar.
- Use scheduled sessions to build a person-centered plan and meet client and family needs for each participant. Responsible for meeting the following annual participation and results targets: 500 people at risk of isolation enrolled in WECCC; WECCC booklet completed for each participant; 5 new neighbourhood, student or volunteer connections made for each individual as a result of the program; growth and optimization of their own social network over time.
- NOTE: While any resident/ member is able to participant, populations at risk of isolation (i.e. included in the participation target #) include:
 - Older age (being 80 years old or more)
 - Any senior with one or more of the following characteristics
 - Living alone
 - Low income
 - High school education or less
 - Any person with a disability
 - Caregivers
 - Loss of a spouse, bereaved
 - At baseline, any person who identifies with poor sense of community belonging OR moderate or higher level of need

- To ensure that participants can make the connections they need to live well, gather information and establish partnerships if possible with nearby health and social service agencies, wellness or activity centres, schools, transportation services, faith or cultural communities, retirement/ seniors networks, etc
- Collect, summarize and manage information about each participant according to established protocols

Sustainability Planning

- Identify and work with building champions. Work with neighbourhood leaders and LAF Outreach Program Coordinator to create a sustainability plan, piggy-backing on talents, resources, programs and opportunities in the neighbourhood
- Identify, recruit and train local volunteers/ neighbourhood youth to run the neighbourhood exchange as an on-going program
- Identify, recruit and train building or agency staff/ local volunteers who wish to be trained as facilitators to carry on running the program
- If group programs within the building are not continuing, leave information about other locations (*Hospice, Elder College, KCC, LAF etc.*) where residents can access the program on an on-going basis

Neighbourhood Capacity Building

- Work with Neighbourhood leaders to ensure the program is running effectively and consistently in multiple environments
- Offer guidance and leadership and trouble shoot emerging issues with program and building managers
- Responds to community inquiries and concerns around program operations
- Participate in broader team meetings

Recruitment and Enrollment of Supporting Volunteers

- Identify natural volunteers connected to each neighbourhood. Follow up and encourage all potential volunteers, bringing each application to a conclusion
- Where students or volunteers are assigned to support compassionate neighbourhood programs, provides mentorship, training, supervision and quality assurance support for all volunteers

General

- Work with the University of Windsor evaluation team to implement research and evaluation framework
- Record and analyze monthly statistics, observing trends; maintain accurate and current information
- Ability to apply principles and practices of community health promotion programming, social marketing, evaluation, and coalition building.
- Ability to research public health issues including, but not limited to, wellness and preventive health care.
- Ability to assist with the coordination and implementation of assigned health education program.
- Ability to communicate effectively with diverse population groups and maintain a high standard of professional conduct.
- Ability to establish and maintain cooperative working relationships with partner organizations.
- Inspire a positive team approach to effectively work together and create sustainability.
- Represent the agency at community events, meetings and other functions as designated.
- Participate in agency and departmental meetings.
- Work with Public Health on a Health Equity Impact Assessment
- Participate in relationship building, stakeholder engagement and service planning/visioning /development.
- Assist in Life After Fifty events and programming as required.
- Other duties as assigned

SKILLS

Knowledge

Administrative

- Post-secondary degree or diploma in human services, education, social sciences, specializations in human resources and volunteer management encouraged
- Commitment to equity and inclusion
- Experienced in group training and facilitation
- Able to travel locally, with full access to own vehicle
- Computer literate, including aptitude with data base and spreadsheets
- Frequent evening and weekend availability is required
- Excellent organizational skills and attention to detail required.
- Ability to prioritize and adjust to changing priorities and work with a high degree of accuracy
- Ability to work independently and make decisions
- Knowledge of the healthcare or social service system
- Experience in community development

Coordinating and facilitating access to community and other social or cultural programming

Patient and Family Centred Care

- Commitment to supporting care in a manner that is consistent with patient and family centred care. Applicants are required to have a demonstrated understanding and commitment to this care philosophy.

Communication/Interpersonal Skills

- Excellent interpersonal skills – an ability to connect with people from diverse backgrounds and build strong working relationships
- Strong communication skills – verbal and written, face to face and presentations

EFFORT

Physical, Visual, Auditory and Concentration Demands

Physical Demands

- Office or Building Environments
- Prolonged sitting, sustained computer work, reading online material, keyboarding
- Many interruptions
- Has freedom to move about or change position at will
- Extended workday as meetings do take place in the evenings and weekends
- Sometimes subjected to poor weather driving conditions when working off-site

Visual Demands

- May have prolonged exposure to video terminal display from time to time
- Reads a variety of reports which may include charts, statistics, or slides on a routine basis
- Required to view a computer screen daily for responding to e-mail, preparing documents and reports

Auditory Demands

- Position functions in a normal office environment
- Telephone calls, meetings, conversations

Concentration Demands

- Development of written material such as: reports, correspondence, letters
- Reading and refining documents
- Analyze and interpret information from written and verbal resources
- Deadlines creating time sensitive reports
- Sustained periods of concentration analyzing data, reading, writing reports and listening/participating in meetings/interview in related programs and activities

Problem Solving/Complexity

- Problems are non-routine in nature (i.e., there may be intangibles, uncertainty or missing information to assess and consider. Solutions are made from adapting existing alternative approaches for practical solutions
- Position requires an ability to think quickly and resolve issues appropriately through use of critical thinking and effective problem solving skills
- Support available to assist in problem solving, direction/guidance from supervisor

RESPONSIBILITY

Accountability & Decision-Making
<ul style="list-style-type: none">• Under the direction of the Windsor-Essex PMO, the Program Facilitator position is accountable for overseeing the successful start-up and implementation of the Compassionate Neighbourhood Program in Windsor-Essex• Maintains confidential and sensitive information• Position operates within overall LAF policies, processes and procedures and an awareness of, and respect for, policies, processes and procedures of stakeholder organizations
Risk
<ul style="list-style-type: none">• Generally the individual in this role will be operating without close supervision so excellent judgment around assessing risks and taking appropriate action is important• The working environment may vary based on the organization in which the Program Facilitator is working on a given day e.g. LAF, Buildings, etc.• Failure in the role has the potential to put at risk future funding for similar initiatives as well as possible reputational damage
People (Leadership)
<ul style="list-style-type: none">• Provides work direction as well as feedback on the performance of the Administrative Assistant and Information/Resource staff who support this initiative

WORKING CONDITIONS

<ul style="list-style-type: none">• Some office work; working primarily in buildings and community organizations• Some travel across WE county required for meetings, to work with clients, volunteers and also staff in partnering agencies/organization
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Health and Safety

The Employee:

- Understands and complies with Health and Safety policies
- Utilizes and operates equipment appropriately and only when knowledgeable about its safe operation
- Reports defective equipment, hazards/concerns and Employee Incidents to their Manager in a timely manner
- Takes precautions to protect him/herself and fellow workers from health hazards and unsafe working conditions