



Nanaimo Family Life Association

Healthy individual and family relationships are the heart of a strong and resilient community.

SHINE (Seniors Housing Information & Navigation Ease) Program Coordinator - Nanaimo

JOB OVERVIEW

Nanaimo Family Life Association is working in partnership with the Seniors Services Society of BC and the United Way of the Lower Mainland to support the needs of older adults in accessing and maintaining safe and affordable housing. The goals of the SHINE program are to support the housing stability for seniors and reduce risks of housing instability and loss by providing information, navigation, and one-to-one support. Our work also strives to increase the health and wellness of Nanaimo seniors by providing information, system navigation and advocacy as related to their housing needs to support the principle of *aging in place*.

The SHINE Program Coordinator operates under the guidance of the Manager of Older Adult programs, reporting to the Executive Director as necessary.

Key Responsibilities:

1. Provide a range of support services to senior clients who may have multiple barriers to housing, including:
 - Conducting comprehensive assessments through direct one-to-one consultations with clients.
 - Providing guidance, and referral services to other community agencies.
 - Serving vulnerable and marginalized older adults with the intention of establishing a rapport and building trust.
 - Supporting clients by providing educational materials and guidance regarding how to obtain and maintain safe and affordable housing.
 - Provide informational assistance to seniors regarding the Residential Tenancy Act and their rental rights.
 - Support senior tenants in their communication with landlords and be a mediating resource when and where appropriate.
 - Assist senior renters in accessing Residential Tenancy Branch services and information, including assisting with the RTB dispute resolution process when appropriate.
2. Develop and maintain on-going working, professional relationships with both the private and public housing sector, including:
 - Providing mediation and problem-solving services to resolve disputes/disagreements when and where appropriate.
 - Representing NFLA and the needs of SHINE clients on local planning initiatives or committees.
3. Develops and implements strategies to promote the SHINE program and increase community awareness, change community dynamics and expand support for safe, affordable housing, including:
 - Build and maintain relationships with local governance representatives for the purpose of working collaboratively on behalf of clients.
 - Supporting and participating in new and existing community and housing development initiatives (i.e. act as a non-partisan community organizer).

NFLA believes that agencies are better when marginalized people in society — including people of colour, people from working class backgrounds, people with disabilities, women and BIPOC and 2SLGBTQIA+ candidates are encouraged to apply.



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4. As a member of the NFLA team, performs a variety of administrative duties and attends professional development functions, including:
 - Initiating and participating in program and policy assessment.
 - Attending team meetings to debrief cases, provide and receive peer support, provide up-dates on community status and exchange information on community resources.
 - Tracking client statistical data for funders and completing reports as required.
 - Attending pertinent workshops/seminars and conferences as a program and agency representative.
 - Supporting and participating in agency-wide initiatives such as public presentations, community forums, strategic planning events and information seminars.

Educational Qualifications:

- Diploma or Bachelor Degree in Social Work, Social Sciences, or other relevant discipline. Equivalent education and combined experience considered.
- Conflict resolution/crisis prevention/mental health first aid, training and experience is an asset.
- Minimum two (2) years' experience within service provision.

Knowledge, Skills, and Abilities:

- Demonstrated knowledge of the needs of older adults, marginalized and vulnerable older adults as related to the housing sector.
- Knowledge of the principles providing services through "trauma-informed" lens.
- Demonstrated ability to work independently and be part of an integrated community team.
- Knowledge of services and resources in the Nanaimo region.
- Awareness of harm reduction and 'Housing First' theory and practice.
- Demonstrated conflict management/crisis prevention skills.
- Ability to communicate effectively both verbally and in writing with clients, staff, and community professionals.
- Proficient in MS Office programs including Word, Outlook, and Excel.

Additional Requirements:

- Completion of a Criminal Record Check is required.
- First Aid Certification is required.
- Must have valid driver's license and access to a reliable vehicle with a minimum of \$2 million liability 'business class insurance.

Job Details:

Wage: \$27.00/hr @ 35 hour/week. Work hours Monday – Friday with occ. evening and weekend. Position dependent upon availability of program funding and is subject to the Employment Standards Act of BC. Benefits after completion of 3 month probation; 1 self-care day/month.

Please send a cover letter and resume to: hire@nflabc.org by **Tuesday, May 23, 2023.**

Thank you for your interest in this position, however, only short-listed candidates will be contacted.