



Job Description:

Programs Coordinator

Overview:

BC Care Providers Association (BCCPA) is a non-profit continuing care association representing service providers in residential care, home care, assisted living and home support in British Columbia. Further information can be located on our site bccare.ca.

We will provide orientation, onboarding, training and coaching for the best fit and qualified candidate to assist in the program coordination and operational activities of several programs. If you have a varied skilled set with an energetic, enthusiastic, self-motivated and community spirited attitude, please apply.

Objective:

The Programs Coordinator will help to develop, administer and manage a variety of essential programs.

Position Summary:

- The position reports to the Director of Programs, Snezana Ristovski
- The salary range is between \$47,000 to \$50,000 and is dependent on applicant qualifications, experience and educational level
- The core business operating hours are 9:00 am to 5:00 pm with a 30-minute lunch break
- A twelve-month term position is expected to start in April 2019 and finish in March 2020 with a possibility of term extension
- Benefits after 3 months within role and probationary period of 6 months
- Potential travel within the province is a possibility but not extensive
- Office location is Metrotower 4710 Kingsway, Burnaby, BC V5H 4M2



Duties and Responsibilities:

Member and Customer Experience Management:

1. Act as the internal and external operational liaison for sector partners and members to ensure a consistent and valuable programs experience
2. Provide accurate information and quality customer experience for inquiries on all programs through multiple channels such as live chat, incoming calls, and emails.
3. Notify applicants, customers or partners of additional information required in a timely manner

Program and Process Coordination:

1. Review and pre-screen applications and provide recommendations for the approval process of different programs
2. Collect variances of application funding abilities and track key outliers to make improvement recommendations
3. Provide recommendations to workflow or procedural updates for efficient and effective execution of programs
4. Adhere to program implementation of policies and practices

Day to Day Operations:

1. Independently plan, coordinate and monitor the day-to-day operations of different programs according to priorities and peak periods
2. Achieve program objectives and protocol by performing specialized activities of a program nature
3. Ensure contingency plans are in place, updated and adhered to for continuous operations

Data Upkeep, Analysis and System Reviews:

1. Maintain, collect and analyze statistical data to prepare scheduled and specialized reports
2. Assist in new form or application system development including testing and implementation
3. Update and maintain data in multiple systems

Marketing and Promotions:

1. Act as the internal and external operational liaison for program marketing and education of potential applicants, customers, partners or members
2. Provide support in the development, implementation and marketing of program functions



Administrative and Finance Support:

1. Maintain program and project records including but not limited to correspondence, applications, supporting documents, and other publications
2. Prepare and reconcile invoice, receipts and reports for finance and bookkeeping

Knowledge, Abilities and Skills Required

Knowledge:

- Communication principles, media, and marketing techniques
- Record maintenance, cheque requisitions and budgeting
- Data and content management
- Nice to have knowledge of the continuing care sector and care service providers such as Home Health, Assisted Living and Long-Term Care

Abilities:

- Make administrative and operational decisions and judgements
- Coordinate and organize an intake of applications and queries in peak periods
- Work with a wide range of sector partners and members as well as customers
- Train or walkthrough interested parties in the application intake process including criteria eligibility and funding
- Gather and analyze statistical data and generate reports
- Think entrepreneurially as new programs start to develop from the ground up

Skills:

- Active Listening
- Adaptability
- Advising
- Attention to Detail
- Compassionate and Understanding in Nature
- Clear, Effective and Proficient Communication
- Continuous Learner
- Critical Thinking
- Customer Centric
- Detail Oriented
- Emotional Intelligence
- Multitasking



- Organization
- Patience
- Planning
- Positive Attitude
- Problem Solving
- Relationship Building
- Service Orientation
- Social Grace
- Technical Capability
- Time Management
- Thoroughness
- MS Office Suite, Software Applications, WordPress, and Windows OS

Qualifications

1. Certificate or degree in Business Administration, Communications, Gerontology, Health Leadership, Public Policy, Program Management or related discipline preferred
2. Minimum one-year work related experience with exemplary customer centric orientation
3. Knowledge of the continuing care sector and care service providers such as Home Health, Assisted Living and Long-Term Care is an asset

Applications

1. Please send your cover letter, resume and any other supporting documentation to the Director of Programs, Snezana Ristovski via email snezana@bccare.ca
2. Email subject heading must indicate "Programs Coordinator Application – First and Last Name"
3. Email or cover letter must also indicate expectation on vacation days and salary
4. Should there be several strong candidates for the role, applicants will be invited to an information and assessment session to further shortlist interested applicants

Application Closing Date: March 21st, 2019