

Position Description

Wisma Mega Indah Inc.

Position Title: Resident Support Coordinator

Immediate Supervisor: Property Manager

Duties and Responsibilities:

- Research service and support needs through a variety of methods, including:
 - Create and administer surveys
 - Reach out to family and senior household individually and collectively, personally and through others
 - Create and facilitate opportunities for collective input and trust-building, such as community events and focus groups
- Based upon resident input, recommend activities and services that will enhance quality of life, community cohesiveness, and perceptions of community security
- Prioritize recommendations as above and create action plans for each, including specific outcomes and means to assess progress to same
- Ensure recommendations, including priority recommendations, include some within personal ability to deliver and to facilitate appropriate referrals, some within reasonably anticipated ability and willingness of community agency partners to deliver, and some within the capacity of resident and family volunteers to deliver
- Ensure recommendations are targeted to families, to seniors and especially to better connecting families and seniors
- Liaise regularly and frequently with community agency partners to better understand services, to support and promote collaboration amongst all, particularly encouraging filling gaps in service needs and using case management approach in dealing with individual residents
- Facilitate presentations from and by community agencies and other resources to inform residents about solutions in addressing identified needs and to encourage stronger mutual trust and cohesiveness
- Recruit volunteers who will assist in the development and implementation of supportive services and activities
- Train volunteers by providing direction, scope, and feedback
- Create, edit and distribute appropriate program / activity / service communications including flyers and newsletters, both “hard” and “soft”
- Interpret agency services to residents
- Assist residents in applying for services and scheduling same

Qualifications:

- University degree or an equivalent combination of education, training and experience
- Familiarity with relevant services and delivery context
- Familiarity with survey methods and implementation including analysis
- Demonstrated ability to gain trust of families and seniors
- Experience with inter-generational and multi-cultural challenges and opportunities in service delivery
- Experience with volunteer development
- Ability to work independently with strong oral and written communication skills
- Ability to use Microsoft Word, Power Point, Publisher, Excel
- Ability to communicate in at least one of the dominant non-English languages of residents an asset – French, Chinese, Indonesian
- Flexibility to work non-business hours on occasion to meet program needs

We appreciate all applications; however, only those candidates selected for an interview will be contacted.

Wisma Mega Indah Inc. is an Equal Opportunity Employer

Wisma Mega Indah Inc. and is committed to providing an inclusive and barrier free recruitment process to applicants with accessibility needs in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA). If you require an accommodation during this process, please contact Human Resources at 905-712-4413.