

Employment Opportunity

INTERNAL AND EXTERNAL POSTING



Position	Program	Details
Community Support Services Administrator	Grocer Ease	Full Time Regular 40 hours per week
Number of Positions	Duration	Salary
1	Full Time Permanent	Pay Band 8

Banyan's Grocer-Ease shopping program assists seniors and adults with disabilities to live safe, healthy, and independent lives in their own homes and community. Professional and committed shoppers obtain grocery lists, shop at local stores, deliver groceries, and assist in putting groceries away if help is required.

Reporting to the Director and working as part of a multi-disciplinary team, the Community Support Services Administrator will ensure strategies are employed to support our clients in order to achieve their goals are individualised, objective, monitored, and evaluated. In addition, the Community Support Services Administrator will develop and maintain effective relationships with community and government organizations in the health and community care, and contributes to the on-going quality improvement of the Grocer Ease program.

POSITION RESPONSIBILITIES

- Responsible for ensuring the program and services meet the objectives of the community, clients and organization;
- In consultation with the Director, provides guidance and direction to the Shoppers; supervise, recruit, train, provide orientation, performance management and discipline
- Coordinates client intake insuring eligibility for the program and confidentiality;
- Allocates clients to shoppers in a cost effective manner while having regard for particular client needs;
- Insures adequate coverage and that shopping service occurs in a timely manner;
- Responds to client and collateral service provider inquiries providing appropriate information and follow-up where necessary;
- Maintains regular relationships with referring partners, other community support organizations, agencies and funders;
- Development of comprehensive training program for Shoppers including regular staff meetings;
- Emergency back-up to Shoppers and support client needs;
- Coordinate ongoing client and collateral service provider satisfaction surveys;
- Under the Director's direction, carries out financial and administrative functions including program budget suggestions, preparation and contribute to program financial materials, administration of petty cash, authorization of payroll, preparing billing for services, providing/preparing reports and statistics for senior management;
- Coordinates and maintains administrative records for the program;
- Responsible for expenditures related to the program;
- Provide public information, educational presentations, program promotion to both public and private sector groups/individuals;
- Good communication skills, both written and oral.

QUALIFICATIONS

- Post – Secondary Diploma/Degree in a Human Services and/or relevant experience in a similar role/program.
- 2 to 3 years' experience in related field.
- Proficient in the use and application of Microsoft Office Suite products and other computer software.
- Knowledge and experience in managing client behavior to effectively counsel clients and assist staff.
- Understanding of and experience in managing staff and program governed by a variety of legislation including ESA, Occupational Health and Safety Act.
- Provide and maintain an acceptable Criminal/Vulnerable Sector Record and Health Assessment at own expense
- Position requires some travel periodically to monitor program development and implementation

Banyan is an equal opportunity employer. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

Banyan is strongly committed to fostering diversity within our community. We welcome those who would contribute to the further diversification of our staff.

We are committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our HR representative or hiring manager of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.

PLEASE FORWARD YOUR RESUME AND LETTER OF INTEREST BY NO LATER THAN JANUARY 16, 2018 TO:

Banyan Community Services
688 Queensdale Avenue East, Suit 2B
Hamilton, ON L8V 1M1
recruit@banyancs.org

(905) 549-9011 (fax)