

FAMILY SERVICES of the NORTH SHORE

Job Posting

Part-time - .8 FTE (28 hours per week)

Position:	Seniors and Caregivers Program Lead
Position #:	26-2215
Reports to:	Manager of the Community Hub Programs
Location:	Community Hub
Closing:	August 16, 2026

The Agency:

Family Services of the North Shore is an accredited, not-for-profit, community-based agency committed to making a deep and lasting impact on our community through counselling, support, education, and volunteer programs.

We understand the competing responsibilities of modern life. In every role, we will support both your commitment to our community and the very real need to take care of your family. We also understand that to take care of others, you must first take care of yourself. At Family Services of the North Shore, you can do both. We aim to provide a sustainable model of work-life balance across all our programs and services.

The Programs:

Through our Community Hub at Capilano Mall, staff and volunteers deliver meals and groceries, make caring calls, spend time with isolated seniors and families, and provide gently used clothing during Connect Days. Every winter, the Christmas Bureau ensures our neighbours can celebrate the holidays with their families.

The Seniors and Caregivers program provides volunteer-led support to vulnerable seniors and caregivers in our North Shore community, including those who are near end of life, grieving, are caring for older adults, in need of meal and/or grocery delivery or the services of the Agency's annual Christmas Bureau.

The Job:

This is a permanent .8 FTE (28 hours per week) position working Monday – Thursday. This is primarily an in-person position with limited opportunities to work from home.

This position is responsible for the following duties:

1. Recruit, train, supervise, and evaluate volunteers to ensure effective program delivery. Provide ongoing coaching, support, and direction to volunteers to foster strong engagement and retention.
2. Manage and expand the delivery of support services offered by volunteers for seniors and caregivers at the Community Hub, remotely and in the community.
3. Organize and arrange for volunteers and/or contractors to facilitate grief support groups, groups for caregivers, and other groups as developed that support seniors and caregivers. Ensure volunteers are fully trained and supported. Provide workshops for caregivers in the community.
4. Ensure qualified seniors are connected with and supported through the annual Christmas Bureau. Coordinate with Hub staff to connect seniors with food resources, meals, and connect days throughout the year.

5. Implement and oversee the Caring Calls program at the Community Hub, expanding program reach, increasing volunteer engagement opportunities, and supporting a tiered training structure that prepares volunteers for one-on-one interactions and equips experienced volunteers to work with high-need clients.
6. Manage all client intake and eligibility processes in line with Agency policies, maintain waitlists, provide resources and make referrals to appropriate community supports.
7. Conduct program evaluation and lead reporting in collaboration with and as directed by program funders including the United Way BC(UWBC) and others, as well as additional seniors and caregivers funding streams.
8. Provides ongoing volunteer appreciation including the planning, organizing, and executing of volunteer recognition events.
9. Ensure all relevant databases are maintained and current and produce accurate program utilization reports.
10. Participate in UWBC-Family & Friends Caregiver Stream activities including community of practice, evaluation training, database training, etc.

The Candidate:

You have a university degree in a relevant discipline (counselling, education, gerontology, psychology, etc.) as well as a minimum of two years of experience managing and coordinating the activities of volunteers. You have a minimum of two years experience working with older adults, especially those with chronic disease, significant health issues or other substantive needs. Experience writing successful grants is an asset.

In addition, you have very strong project management skills, communication skills (both verbal and written), a significant understanding of privacy and confidentiality as well as a clear understanding of power and privilege and how that impacts relationships. You are warm and compassionate but able to make difficult decisions when necessary. Knowledge of community and health support on the North Shore is an asset.

Other Information:

Family Services of the North Shore is committed to diversity and inclusion within its workforce and encourages all candidates, irrespective of gender, sexual orientation, nationality, religious and ethnic backgrounds, and including people with disabilities to apply to become part of our organization.

Rate: \$\$55,400-\$59,700 (\$38.05-\$40.98 per hour) for 28 hours per week (pay grade 14).

Please respond, in confidence, with resume and cover letter to:

careers@familyservices.bc.ca

Kathleen Whyte

Director of Human Resources

Family Services of the North Shore

While we thank all applicants for their interest, only short-listed candidates will be contacted.