

# Navigation and Support Coordinator

## JOB DESCRIPTION

### Purpose

The **Navigation and Support Coordinator** provides one-to-one navigation and support services to older adults on the Lower Sunshine Coast who require assistance accessing health, social, and government services. Rooted in the principles of equity, empowerment, and community connection, the role supports our clients in navigating local services and strengthening their confidence, connectedness, and ability to live well in their community. The role also provides administrative support for the Resource Centre organization and programs as required.

The role blends direct client support, collaboration with internal and external partners in support opportunities, administrative support, and contributes to ongoing learning and evaluation activities.

This is a **part-time, contract-based position funded until March 31, 2027**, with the possibility of continuation subject to future funding. The position is currently funded at **12 hours per week** (two days per week, six hours per day). Any future change to hours, up to a maximum of 24 hours per week, would be dependent on funding decisions and organizational needs.

**Reports to:** Operations Team Lead

### Key Responsibilities

#### Program Coordination & Client Support

- Provide compassionate, client-centered navigation support to adults seeking help with community, health, financial, and government programs.
- Conduct intake for Resource Centre programs such as legal advocacy, caregiver support, and seniors navigation.
- Offer one-to-one support through in-person, phone, and email interactions to ensure each client receives accurate and timely information.
- Maintain up-to-date knowledge of local, regional, and provincial services and benefits.
- Respond to inquiries, maintain organized records, and update community resource directories as needed.
- Identify barriers affecting access to services and collaborate with community partners to address gaps.
- Track client interactions, referrals, and outcomes in accordance with NPS data requirements.

- Contribute to quarterly and annual reports for funders and program evaluation activities.
- Perform other related duties as required to support Resource Centre programs and operations, consistent with the scope and intent of the position.

## **Community Engagement & Program Support**

- Support welcoming and consistent service at the Resource Centre by assisting with reception, scheduling, and client communications as needed.
- Conduct administrative tasks such as updating resource directories, booking appointments, or maintaining accurate records of client interactions.
- Assist with community outreach and engagement activities, including website updates, information materials, event planning support, or help with setting up outreach booths at community events.
- Support outreach initiatives to engage underserved and priority senior populations, including low-income, isolated, Indigenous, immigrant, and 2SLGBTQIA+ clients.
- Represent the Resource Centre and the NPS program at community meetings, outreach events, and collaborative planning sessions.
- Share resources and success stories to increase awareness of navigation and peer support services.
- Contribute to the completion of grant applications and reports in collaboration with the Operations Team Lead and Executive Director.
- Ensure client confidentiality and compliance with privacy and reporting requirements.
- Contribute to a respectful, efficient, and caring workplace culture.

## **Core Competencies and Skills**

- Strong interpersonal skills, with demonstrated experience providing compassionate and community-centred support and relationship building with older adults.
- Strong communication, including active listening, patience, and cultural sensitivity when engaging with seniors from diverse backgrounds.
- Understanding of the challenges and strengths of older adults, including issues related to health, housing, financial security, isolation, and digital literacy.
- Ability to build trust and foster positive relationships with clients, peers, volunteers, and community partners.
- Ability to work independently and collaboratively within a team.
- Strong organizational and documentation skills with attention to detail and the ability to manage client needs and administrative tasks simultaneously.
- Proficient in digital tools, including Google Workspace, CRMs, and online databases.
- Commitment to inclusion, accessibility, and equity for all seniors.

## Position Details

- **Status:** Part-time, contract position (funded to March 31, 2027)
- **Hours:** 12–24 hours per week. This position is currently funded at **12 hours per week**. Additional hours up to 24 per week may be available depending on funding structure and program needs. Applicants are encouraged to indicate their availability within this range.
- **Salary:** \$26.00 per hour
- **Location:** Sechelt Office, 5674 Cowrie Street, with some community outreach required
- **Reports to:** Operations Team Lead

## To Apply

**Closing Date:** February 13, 2026

**Start Date:** ASAP

**Apply at:** [hr@resourcecentre.ca](mailto:hr@resourcecentre.ca) with **Navigation and Support Coordinator** in the subject line

Sunshine Coast Resource Centre encourages applicants from diverse backgrounds and individuals who understand the unique needs of Indigenous communities. We are an equal opportunity employer, and we thank all applicants for their interest. However, only those selected for an interview will be contacted.

*We acknowledge the unceded territories of the shíshálh and Skwxwú7mesh Nations and are committed to truth and reconciliation in our work and relationships.*