



## VOLUNTEER OPPORTUNITY

### Community Resource Navigator

Many seniors find it difficult navigating the myriad of unadvertised services provided by the government and other public agencies. At the Frog Hollow Neighbourhood House, a long-standing non-profit organization serving the Hastings-Sunrise neighbourhood for more than 50 years, we understand that seniors with intersectional challenges require dedicated help in navigating these systems. Hence, we are seeking Community Resource Navigators to be paired with seniors 50+ to provide information, referral, and advocacy services such as agency outreach and form-filling. Our goal is to allow seniors access the services they deserve so they can be self-reliant in the long run.

If you consider yourself a caring, creative, patient, and resourceful individual who is always eager to learn something new, then this volunteering opportunity is tailor-made for you. As many seniors living in the Hastings Sunrise neighborhood are Chinese speaking, it would be an additional bonus if you speak the language.

A Criminal Record Check (CRC) will be required.

**Position:** Community Resource Navigator

**Hours:** On-demand and usually varies depending on the complexity of needs. (We will work with your schedule)

**Availability:** Business hours 9am to 6pm; Monday to Friday

**Locations:** In-person at Frog Hollow Neighbourhood House (2131 Renfrew Street) and its satellite site (2728 E Hastings St), at clients' residences, and occasionally by phone, virtual platform

#### **Duties and Responsibilities:**

- Provide one-on-one support to older adults to:
  - o Navigate public systems including government benefits, housing, transportation, and health, etc.
  - o Access community-based services
  - o Prevent isolation and encourage active aging
- Maintain confidentiality and security of all client information
- Assist in recruitment of seniors who may benefit from this program

#### **Benefits for applicants:**

- Gain experience working with older adults
- Explore a career with a local non-profit community organization
- Learn how to navigate the government system and programs

- Make a positive impact for older adults in the community
- Improve communication skills while working with an all-ages team
- Fulfill graduation requirements – reference letter could be available

### **Training & support provided:**

- New volunteers will be paired with a staff member/ an experienced volunteer for assignment. Extensive & ongoing trainings on all domains supporting seniors' independent living, including:
  1. Housing
  2. Transportation
  3. Health/Medical
  4. Government benefits (Old Age Security, Canadian Pension Plan, etc.)
  5. Food Security
  6. Social Connection
  7. Fitness
- Regular follow-up sessions with the Program Coordinator and/or Program Staff for problem solving, information sharing and case conferencing purposes

### **Qualifications:**

- Applicants who are interested in information, referral, and advocacy
- Applicants who are interested in working with older adults
- Additional language competencies (especially in Cantonese/ Mandarin) in addition to English is an asset
- Experience working with seniors is preferred
- Experience in a not-for-profit or public service context is preferred
- Strong communication skills (writing and speaking in English)
- Access to computer, phone, and Wi-Fi
- A strong attention to detail
- Proven ability to work interdependently in a collaborative environment with colleagues in a small team environment
- Commitment to and ability to meet deadlines

Please apply by submitting a copy of your resume to [francescal@froghollow.bc.ca](mailto:francescal@froghollow.bc.ca)

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