



EDMONTON
SENIORS
COORDINATING
COUNCIL

Coordinated Seniors Outreach in Edmonton

A collaborative approach to service delivery

Edmonton Seniors Coordinating Council (ESCC) is the backbone organization, supporting a collaborative approach to deliver outreach services for older adults (55+) in Edmonton. “Hello Seniors” is the program name for Seniors Coordinated Outreach, a service delivered by outreach workers and support workers hosted at organizations throughout Edmonton. The program connects seniors across our city to the supports they need to thrive. The collaborative approach was designed to reach more Edmontonians, particularly those with diverse experiences and barriers that limit their access to service.

As a backbone, ESCC will provide administrative support, partnership development, strategic implementation, and shared resource management to the collaborative.

POSITION: Practice Coordinator

PROGRAM: Hello Seniors

Position Summary:

The Practice Coordinator will support the essential and efficient operation of the Hello Seniors program. This position will combine strong writing abilities with exceptional administration skills. The Practice Coordinator will work alongside the Program Manager to oversee daily operations, ensure proper documentation, and ensure administrative tasks support program development and function. Reporting to the Executive Director and the Program Manager, the Practice Coordinator is an integral member of the ESCC and Hello Seniors teams.

RESPONSIBILITIES:

Writing and Communications

- Draft, edit and proofread correspondence, reports, policies and procedures, and other program related documentation or materials;
- Maintain templates, forms and other written materials to standardize communication and collection of information within the program;
- Update and maintain the program manual and resource guide;



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- Ensure all documentation is maintained and accurate;
- Record meeting minutes, action items and notes;
- Write articles and promotional materials that help expand the program's reach;
- Work with Communications Coordinator to launch the brand, Hello Seniors;
- Work with Communications Coordinator and Program Manager on the public education materials and program promotion; Update program information for participants, partner agencies, service providers, funders, and the general public on different platforms including social media, ESCC Link Letter, and website; and
- Support grant writing and complete funding reports.

Administrative Support

- Coordinate schedules and meetings for Hello Seniors partner organizations including regular Collaborative Leadership Committee meetings and the Community of Practice;
- Provide logistical meeting support such as ensuring resources and tools are accessible for all attendees; and
- Support the Program Manager in facilitation or meeting needs as required.

Program Coordination and Evaluation

- Support evaluation activities, including data monitoring, management and report writing;
- Monitor, identify, and communicate opportunities within the issue/barrier tracking system to inform program changes;
- Liaise with the external evaluation contractor, Program Manager, program partners and participating agencies to provide information and gain feedback on the program; and
- Complete other administrative responsibilities as required.

QUALIFICATIONS:

- Bachelor's degree in human services, communications, or business marketing with relevant skills and experience.
- At least three (3) years' experience in communications, human services or related role with program development and promotion experience.

SKILLS AND EXPERIENCE:

- **High level of understanding of inclusion practices :** Strong understanding of inclusion practices and values and how to communicate these through program development and promotion.

- **Strong interpersonal and communication skills:** Ability to establish good working relationships both internally and externally with all program stakeholders. Exhibits excellent verbal, written and oral communication skills.
- **Writing and editing skills:** Excellent writing and editing skills with advanced attention to detail. Able to synthesize complex concepts and information succinctly.
- **Administrative or coordination experience:** Proven experience in administration or coordination roles in a related field.

DESIRED ATTRIBUTES:

- A positive attitude.
- Ability to adapt to changing priorities and work in a collaborative environment.
- Thinks creatively and provides innovative approaches to problem solving.
- Strong attention to detail.
- Enjoys working independently, in partnerships, and in collaborative environments.

COMPENSATION:

- \$62,000-\$65,000 annual salary based on experience
- Group health benefits include:
 - Extended Health Care
 - Dental Care
 - Long Term Disability
 - Health Care Spending Account
- ESCC provides an optional RSP Plan after the successful completion of the probationary period.

HOURS OF WORK:

This is a full-time (37.5 hour workweek) contract position ending: Dec. 31, 2025 with possibility of extension contingent on funding.

POST CLOSING DATE:

February 11, 2025

TO APPLY:

Please submit your resume and cover letter to:

humanresources@seniorscouncil.net

We would like to thank all applicants for their interest in the position but only those considered for an interview will be contacted.