



Job Title: Seniors Liaison Assistant
(Contract – 14 hours/week – ending on October 31, 2025)
Division: Community Services
Reports to: Age Well at Home Community Navigator/ Seniors Liaison Coordinator
Last Revision: 2024

Job Statement

The Seniors Liaison Assistant provides excellent customer service and administrative support to the Whitewater Region Home Support and Active Living initiative(s).

Essential Functions

1. Provides excellent customer service and acts as an ambassador for the Township of Whitewater Region.
2. Coordinates programming and events in Township and partner facilities.
3. Assists with operational support, general home support and active living responsibilities, including the preparation of schedules, minutes, agendas, pamphlets, etc.
4. Provides administration support, including data entry, inventory control, scanning invoices, and records management.
5. Supports increased linkages to other community health services by making referrals.
6. Assists in the orientation and scheduling of volunteers to support initiatives.
7. Ensures communication, promotion and awareness of home support, active living, and associated services in Whitewater Region with the support of social media platforms to promote programming and share information out to clients, their families, partners, etc.
8. Works a variety of day, evening, weekend shifts and statutory holidays, when required.
9. Performs the responsibilities of the position within the standards set out in applicable legislation and consistent with operational policies.
10. Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and ensuring overall compliance with the Township's health and safety program. Follows all guidelines and requirements for employees and employers as legislated under the *Ontario Occupational Health and Safety Act*.

Job Specifications

1. Grade 12 or equivalent.
2. Previous recreation, social services, events planning, volunteer management and office administration experience preferred.
3. Demonstrated customer service excellence.
4. Computer proficiency and attention to detail.
5. Strong interpersonal skills as well as the ability to work independently.
6. Ability to deal with the public in a calm, professional manner is essential.
7. Experience working with volunteers, seniors and adults with disabilities, and with community social and health services.
8. Ability to problem solve, identify tasks, and delegate to volunteers.
9. Driver's license in good standing. Access to a personal vehicle.
10. Vulnerable Sector Clearance required.
11. Awareness of community resources.

The foregoing description reflects the general duties necessary to describe the principal functions of the job identified and shall not be construed to be all of the work requirements that may be inherent in this classification.