

# SENIORS FIRST BC

(formerly known as The BC Centre for Elder Advocacy and Support)

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## **Intake Worker: Seniors Abuse and Information Line (SAIL) – Two Part-time Positions**

### **Overview of the positions, SAIL and Seniors First BC**

We are looking for two Part-time Intake Workers to answer the Seniors Abuse and Information Line.

SAIL is a confidential provincial telephone helpline that provides a safe place for older adults, and those who care about them, to talk to someone about situations where they feel they are being abused or mistreated, or to receive information about elder awareness prevention. SAIL is available 8:00 am to 8:00 pm, 7 days a week except statutory holidays. The Intake Workers must be available for shift assignments during all of these hours, including on weekends. Part-time work hours per week: approximately 14 - 21 hours

Part-time Intake Workers report to the SAIL Supervisor and SAIL Director

Seniors First BC is a provincial non-profit charitable organization established in 1994. We are a leading organization in elder abuse awareness, prevention and response. Seniors First BC provides legal and victim services and public education and outreach. We have a multidisciplinary team of lawyers, a legal advocate, and victim service and social workers. Our office is in downtown Vancouver, and we provide services throughout BC.

### **Duties of SAIL Part-time Intake Workers:**

- Provide callers with information and assistance on elder abuse identification, response and prevention; including referrals to the legal and victim service programs of Seniors First BC and to external resources;
- Provide callers with emotional and practical support, including safety planning, to assist them with the impacts of elder abuse, neglect and self neglect;
- Assess needs of callers to determine appropriate referrals, assisted referrals and/or need for additional supports and services;
- Document and maintain appropriate records and information for all calls received at SAIL and complete referral forms to the legal and victim services programs, as appropriate; and
- Maintain positive working relationships with external agencies to facilitate coordination, minimize service duplication, and maximize effective referrals across agencies.

## Minimum Qualifications

- A Diploma or Degree in Social Services, Gerontology or Social Work or equivalent experience;
- Must have minimum 2 years' paid or volunteer experience on a telephone helpline for older adults or vulnerable populations;
- Excellent skills in interviewing and assessing callers' needs over the phone;
- Skilled in navigating complex situations and providing information, support and referrals on issues involving abuse, neglect and self neglect and other issues that impact older adults;
- Must be able to handle high volume of phone calls;
- Knowledge of issues affecting older adults, particularly abuse, neglect and self neglect, including legislation, resources and services for seniors;
- Fluency in English language, verbally and in writing. Knowledge of a second language is an advantage;
- Excellent telephone communication skills;
- Empathy and confidence in supporting older adults, including the ability to remain calm under pressure and demonstrate diplomacy and tact;
- Competency working in Microsoft Office programs. Experience with data entry an asset; and
- A Criminal Record Check is required.

**Please send cover letter and resume by email or fax with "Application: SAIL Part-time Intake Worker" in the subject line by 4:00pm, May 4, 2018 to:**

**Email: [info@seniorsfirstbc.ca](mailto:info@seniorsfirstbc.ca)**

**Fax: 604.437.1929**

We wish to acknowledge all applicants, however, only those selected for an interview will be contacted. No phone calls, please.