



Recruitment

PROGRAM COORDINATOR **(24-MONTH TERM*, FULL-TIME, 37.5 HOURS/WEEK)**

The Calgary Chinese Elderly Citizens' Association is a charitable organization established in 1985 that provides a supportive environment aimed to enhance the well-being of Chinese older adults and their integration into Canadian society. The role is responsible for the organization, implementation, and evaluation of a few designated programs/services, including Escorted Transportation Services (ETS) and others. The Escorted Transportation Services provides escorted transportation for Chinese older adults to support essential activities, such as medical appointments and grocery shopping, as well as non-essential activities, including social outings and trips.

Responsibilities:

- Develop and maintain program infrastructure, including volunteer scheduling and booking databases, operational tools, volunteer driver training manuals, and shared resources.
- Create and maintain program protocols, including guidelines, procedures, and service standards.
- Establish service criteria and manage client databases, screening and intake procedures, and risk management guidelines.
- Supervise and recognize volunteer drivers, ensuring escorted transportation services follow CCECA's volunteer policies and safety guidelines.
- Maintain accurate volunteer information, statistical records, and related administrative documentation.
- Coordinate volunteer schedules, trips, and bookings, making adjustments as needed.
- Serve as a liaison among clients, volunteers, staff, and partner organizations.
- Plan and organize meetings, focus groups, promotional events, and workshops.
- Collect data and prepare reports and evaluations as required by funders.
- Work weekends as required to support program needs.
- Perform other duties as assigned.

Qualifications and Skills:

- Degree or diploma in human services, or a related field (social work).
- Minimum of 2–3 years of experience organizing and delivering programs, preferably in a non-profit setting.
- Experience in project management and working with older adults and volunteers is preferred.
- Proficiency in written and spoken English and Chinese, including Cantonese and Mandarin.
- Strong ability to work independently and proactively; collaborate effectively; support change; communicate with care, empathy, and professionalism; demonstrate excellent writing, verbal, and public speaking skills; proficiency using Microsoft Office applications and electronic communication tools; and manage multiple priorities under tight deadlines with attention to detail.
- Starting salary: \$23 per hour.

Remarks: * Re-employment type remains unchanged for permanent employees, if applicable.

Kindly submit your resume and cover letter to elaine.ogada@cceca.ca until a suitable candidate is identified. We appreciate your interest in this position, and only those candidates selected for an interview will be contacted. We thank you in advance for your application.