



Nanaimo Family Life Association EST. 1967

*Healthy individual and family relationships
are the heart of a strong and resilient community.*

1070 Townsite Road, Nanaimo, BC V9S 1M6 📞 T: (250) 754-3331 📠 F: (250) 753-0268 🌐 www.nflabc.org

Job Title: Service Provider, Better at Home
Location: Gabriola Island, British Columbia (In-Person)
Position Type: Regular, Full Time
Hours: Monday to Friday | 35 hours per week
Salary Range: \$52,983 + Monthly Cell Allowance
Reports to: Coordinator, Better at Home

About NFLA

Nanaimo Family Life Association is a non-profit organization with a proud history of providing services that have touched individuals and families throughout all stages of life and across all backgrounds. Since 1967 we have been supporting resilience in all aspects of individual and community life.

Position Summary

Nanaimo Family Life Association is urgently hiring for a Service Provider to offer light housekeeping for the Better at Home Program in Gabriola Island, BC. Better at Home is a province-wide program funded by the Government of BC and managed by United Way of the Lower Mainland. The goal of the program is to help seniors (65+) remain independent at home, age with dignity, and stay connected with their community by providing housekeeping services.

Key Responsibilities

Our Service Providers offer primarily light housekeeping and some light yard work. Light housekeeping duties may include, but are not limited to, vacuuming and sweeping/mopping floors, dusting surfaces, cleaning kitchen, bathroom and changing bedding, and occasionally assisting with laundry, organizing, and cleaning out the fridge. Light yard work may include weeding, trim grass, or raking.

This role also includes being responsible for:

- Scheduling and making phone calls
- Collaborating with clients regarding duties performed
- Establishing and maintaining professional boundaries with clients.
- Communicating any change of client concerns with the Program Coordinator
- Recording services provided and collecting signatures
- Building and establishing relationships with clients
- Attending monthly staff meetings at the NFLA office
- Maintaining regular communication with the Program Coordinator
- Demonstrating compassion, kindness and empathy with delivering services in the client's home
- Working with the time and frequency of services established between the Program Coordinator and client.
- Managing time to provide services within allotted hours for each client.

Preferred Qualifications

- Previous housekeeping experience
- Experience working with the older adult population, disabilities, physical and/or cognitive changes, or marginalized seniors is an asset.
- Work independently with the team
- Excellent time management and communication skills
- Ability to lift, stand, bend, stoop, kneel, squat, and carry objects.
- Valid Class 5 Driver's License and access to a reliable vehicle with a minimum of \$2 million liability 'business class insurance.
- Provide a complete Criminal Record Check with the Vulnerable Sector Check included.

What we offer:

- Ferry Card (if required to commute to and from Gabriola Island)
- A paid self-care day per month
- Vacation Pay at 6% after the completion of the probationary period.
- Enrollment in our comprehensive group health care benefit plan and coverage on a 50/50 split.
- Statutory Holidays
- Paid end-of-year holiday break
- Monthly cellphone allowance

If making a meaningful difference in the lives of seniors and standing up for their best interests is important to you, this could be the perfect opportunity for you. We encourage you to apply and look forward to learning more about your experience and what you can bring to our team.

Please submit your resume and cover letter to the Program Coordinator at:
r_budgell@nflabc.org