



Program Coordinator

About Eldercare Foundation of Vancouver Island

Eldercare is a registered charity that believes that all seniors deserve the chance to age with dignity. We pursue this vision by raising funds to enhance care and quality of life for local seniors in need.

Established in 1982, Eldercare's work includes:

- enriching the lives of seniors living in long-term care
- helping seniors struggling with chronic illness to continue living safely in their own homes
- supporting research and education initiatives aimed at improving seniors' care

At present, more than 2,000 Vancouver Island seniors are touched by Eldercare programs each month.

Position Overview

Reporting to the Program Manager, the Program Coordinator supports the effective delivery and administration of Eldercare's core community and long-term care programs, including SAFE Lifeline, SAFE Footcare, Seniors Comfort Carts, the Resident-in-Need Fund, and the Culturally Relevant Food Fund.

This role is responsible for processing funding applications, maintaining accurate program records, tracking grants and purchases, compiling program data, and serving as a key point of contact for frontline partners. The Program Coordinator plays an essential role in ensuring that Eldercare programs operate smoothly and respond efficiently to the needs of vulnerable seniors.

Key Responsibilities

- **Program administration:** Support the day-to-day coordination and delivery of Eldercare programs, ensuring applications, approvals, and follow-up processes are completed in a timely manner
- **Application processing:** Receive, review for completeness, process, and perform data entry related to funding applications submitted to Eldercare
- **Grant and purchase tracking:** Maintain tracking systems for program grants, approved funding, and purchases; assist with reconciliation and reporting as required
- **Program data analysis:** Track and compile data on program activity, client needs and locations; prepare regular reports to support the Program Manager in evaluating trends and identifying emerging needs

- **Frontline liaison:** Serve as a primary point of contact for Island Health Case Managers, Social Workers, and other frontline staff; respond to inquiries and provide information about Eldercare programs and eligibility criteria
- **Program support:** Assist the Program Manager in monitoring program budgets and identifying opportunities for process improvements; support outreach efforts to recruit and onboard health care providers, community partners, and vendors needed to deliver Eldercare community programs
- **Reception and office support:** Provide reception coverage including answering phones, responding to general inquiries, greeting visitors, supporting general office administration, and other duties as required.
- **Collaboration:** Work collaboratively with fundraising and communications staff to provide program data, impact information, and updates as needed
- **Administration:** Support preparation of reports for Eldercare management as required; assist with policy adherence and documentation of procedures

Qualifications

- Post-secondary education in social services, community development, business administration, or a related field, or an equivalent combination of education and experience
- 2–3 years' experience in program coordination, grant administration, or office administration, preferably within a nonprofit or healthcare environment
- Highly organized, with exceptional attention to detail and sharp critical thinking skills
- Experience processing applications and maintaining accurate records and tracking systems
- Comfort working with various online systems, databases, computer programs, including Microsoft Office Suite (particularly Excel)
- Strong interpersonal and communication skills, with the ability to build positive working relationships with frontline health professionals
- Ability to manage multiple priorities and meet deadlines in a fast-paced environment
- Understanding of privacy, confidentiality, and working with vulnerable populations
- Commitment to the well-being and dignity of the elderly population

Working Conditions

- Primarily office-based with regular interaction (by phone and email) with frontline health staff and community partners
- Some flexibility in work hours may be required during peak program periods
- Successful completion of a Criminal Record Check to work with a vulnerable sector

Salary and Benefits

- Full-time position with flexible schedule
- Salary: \$55,000 per annum
- Island Health extended health and dental coverage
- Municipal Pension Plan

How to Apply

- Please send a cover letter and resume to the attention of Tom Arnold, Executive Director, Eldercare Foundation at info@eldercarefoundation.org
- The deadline to apply is Monday, May 4, 2026.