

## JOB DESCRIPTION

<b>Job Title:</b>	Elder Abuse Prevention Coordinator	<b>Revision Date:</b>	June 2026
		<b>Classification:</b>	Unionized
<b>Reports To:</b>	Prevention & Public Education Manager	<b>Type of Position:</b>	Part-time, Temporary – Average 20 hours per week, ending March 31, 2027.
<b>Location:</b>	Birchway Niagara – Niagara Falls		

## JOB SUMMARY

Reporting to the Prevention & Public Education Manager (PPE), the Elder Abuse Prevention Coordinator (EAPC) is responsible for creating and delivering a senior-focused health promotion program that increases safety, well-being, and community connection among older adults. This role involves developing and delivering educational sessions, trainings, and workshops to various stakeholders in a variety of formats. The EAPC will work closely with agency volunteers, staff and other relevant stakeholders to ensure the effective implementation of Elder Abuse programming.

## KEY DUTIES & RESPONSIBILITIES

### Elder Abuse Prevention Program

- Design, implement, and evaluate educational programs and materials focused on preventing Elder Abuse. Ensure that programs are evidence-based, culturally sensitive, and tailored to the needs of diverse audiences.
- Facilitate workshops, training sessions, and presentations on topics related to Elder Abuse, including but not limited to, ageism prevention, frauds and

scams, and intimate partner violence to promote safety and strengthen financial, health, and mental well-being of Seniors.

- Work collaboratively with agency volunteers, community organizations, government agencies, and other stakeholders to coordinate educational efforts and leverage resources effectively.
- Monitor and evaluate the effectiveness of educational programs through data collection, analysis, and feedback mechanisms. Use evaluation findings to make informed decisions and continuously improve program quality.
- Stay up-to-date on research, best practices, and emerging trends related to gender-based violence prevention and education, specifically regarding Seniors. Apply new knowledge and insights to enhance program content and delivery methods.

### **Contributing to an Effective Work Environment**

- Works harmoniously and cooperatively with all staff, volunteers and placements by modelling professionalism, appropriate communication and conflict resolution behaviours as well as actively participating and contributing to management and staff meetings and Board of Directors meetings as requested.

### **Agency Policy and Procedures**

- As a member of the Birchway Niagara team, the Elder Abuse Prevention Coordinator is expected to act as a role model, adhering to and respecting all agency policies and procedures. This would include matters related to safety and security, conflict of interest, and confidentiality.
- Ensures that all intervention programming and procedures implemented by the Elder Abuse Prevention Coordinator are consistent with the agency's Mission Statement, Philosophy Statement, and Principles of Intervention.

### **Use of Supervision**

- Establishing and maintaining an effective working relationship with the Manager of Prevention and Public Education and seeking out the support as reasonably needed or as required by agency procedures, policies or directives and effectively communicating concerns when issues arise.

## **QUALIFICATIONS**

### **Education**

A relevant post-secondary program and/or a minimum of 2 years of experience in a related field is required.

### **Required Skills/Knowledge/Experience**

- Demonstrated experience in a non-profit/social services setting.
- In-Depth knowledge of the issue of women's abuse, as well as up-to-date knowledge of current theories, the social services network and counselling practices.
- Knowledge of office automation technologies, including computer hardware and software. Working knowledge of Windows, Word, Excel, PowerPoint, Microsoft Publisher (or other web content programs) and database management an asset.
- Superior planning and organizational abilities, as well effective business communication skills and strong interpersonal skills are essential.
- Ability to multi-task, prioritize, and meet internal and external deadlines.
- Ability to provide good customer service in a timely and professional manner.
- Sensitivity and awareness of the issue of violence against women.
- Ability to adhere to strict confidentiality standards.

### **Other Requirements**

- Criminal Reference Check for the vulnerable sector.
- Valid Driver's License and access to reliable transportation.

### **CORE COMPETENCIES**

1. ORGANIZATIONAL COMMITMENT	Ability and willingness to align behaviour with the needs, priorities and goals of the organization.
2. TEAMWORK/COOPERATION	Maximizing group performance to achieve common objectives by sustaining positive feelings and collaborative relationships.
3. COMMITMENT TO WORKPLACE EQUALITY	Demonstrated willingness to work with a diverse team of employees and acts to promote a climate of openness and appreciation to divergent ideas and viewpoints and different life experiences.
4. FLEXIBLE/ADAPTABLE	Reacting and adjusting positively to change and working effectively within a variety of situations.

**Allied against abuse.**

5. COMPASSION/SENSITIVE	Ability to recognize another person’s feelings, motives and concerns and show sensitivity and empathy in dealing with the person.
6. CLIENT SERVICE ORIENTATION	Providing a consistent superior service by ensuring that customers’ needs are recognized and serviced.
7. PROFESSIONALISM	Consistently displays honesty and integrity and demonstrates ethical, legal and professional communication, conduct and behaviour which shows respect towards individuals inside (i.e. staff, students, volunteers, residents) and outside (i.e. outreach clients, other community agencies, businesses) of Birchway Niagara. Appropriate dress, consistent with that of a professional.

**Working Conditions**

- Average of 20 hours per week
- Travel will be required to provide education, attend meetings, conferences, and training opportunities and will be compensated accordingly based on the Staff work-related expenses and travel policy # F7.27.
- There is a potential risk of abusers being on the property.

**Accountability / Performance Evaluation**

The employee may be reasonably assigned other tasks by their supervisor(s). Although performance feedback may be ongoing as part of supervision, formal evaluations may be conducted by the Manager of Prevention and Public Education before the completion of the position. Employees are active participants in the evaluation process by providing feedback on themselves, peers and supervisors.

*This Job Description is subject to change in the future in order to meet the changing needs and requirements of the agency.*