

Job Description

Membership and Information Services Coordinator

Updated: December 19th, 2024

Homelessness Services Association of BC (HSABC) is an umbrella organization of shelters, drop-in centres, homeless outreach teams and other service providers addressing the needs of persons experiencing homelessness with the goal to ending homelessness.

Job Summary

The Membership and Information Services Coordinator, under the direction of the Program Director and in collaboration with fellow staff, will primarily be responsible for supporting and expanding HSABC's Membership, coordinating event logistics, and managing HSABC's website, Membership accounts, and online learning platform.

1. Competencies

The Membership and Information Services Coordinator must possess the ability to act as a liaison with our Members. This includes (a) relationship-building with current and prospective Members, managing a Membership database and reporting; and (b) maintaining our Member Services including in-person training and events, our webinar training library and our online learning platform.

Specific competencies include, but not exclusively:

- 1.1. Communication – foster open communication, in a style that balances fact and passion.
- 1.2. Technological Proficiency – leverage digital tools and platforms to extend the reach and efficiency of Membership and event programming.
- 1.3. Engagement – build authentic connections, articulate HSABC's value proposition, strengthen relationships with Members and community partners.
- 1.4. Resourcefulness – adapt to challenges with a flexible and resilient mindset, learn from experiences, utilize creative problem-solving skills.
- 1.5. Organizational Abilities – manage competing priorities, set goals, provide administrative and logistical support in a detail-oriented manner.
- 1.6. Continuous Improvement – use feedback to identify opportunities for growth and cultivate innovative ideas and approaches.

2. Job Duties

The Membership and Information Services Coordinator will work within HSABC's policies, procedures and best practices to:

- 2.1. Recruit, renew and engage Members;
- 2.2. Providing information to our Members, maintaining and updating a variety of online resources, creating and maintaining webpages and websites, and curating collections of learning content

- 2.3. Provide user technical support for HSABC staff to ensure the effective and timely resolution of hardware and software problems; and
- 2.4. Administrative and other duties.

More specifically, the Membership and Information Services Coordinator is responsible for a variety of tasks including, but not exclusively:

- 2.1.1. Establish collaborative working relationships with community organizations, and other stakeholders to build HSABC's Membership.
- 2.1.2. Provide Member support by answering inquiries, handling phone calls and responding to correspondence.
- 2.1.3. Maintain and update Membership records, oversee Membership accounts to ensure access to Member services.
- 2.1.4. Assist with Member communication activities, including develop and refine Membership policies, messaging, feedback tools, and outreach strategies to support connection with potential, new, current and lapsed Members.
- 2.1.5. Coordinate logistics for HSABC's events including conferences, regional meetings and roundtables, in-person trainings and project events.
- 2.2.1. Improve the user-experience for Members with HSABC's web-content.
- 2.2.2. Maintain HSABC's webinar library, uploading videos and quizzes, and curating content.
- 2.2.3. Maintain HSABC's online, on-demand learning platform, LearnHSABC.
- 2.2.4. Ensure the security and integrity of HSABC's online platforms by implementing and maintaining robust online security measures.
- 2.3.1. Assist staff and contractors with hardware and software troubleshooting, coordinate any system updates, and develop comprehensive manuals to support effective use and understanding of technology.
- 2.4.1. Collect and report on training, Membership statistics, and website traffic, to track membership engagement.
- 2.4.2. Other duties/responsibilities as assigned.

3. Job Requirements

- 3.1. Strong familiarity with, and advanced understanding of the landscape of homelessness and homelessness serving organizations and agencies in BC is an asset.
- 3.2. There is flexibility regarding education level based on an equivalent combination of work and lived experience compared to a degree or diploma in a related discipline.
- 3.3. Experience in areas such as programming, information services, collection maintenance, community collaboration.

- 3.4. Experience providing instruction and support to the public on the use of digital services and learning platforms.
- 3.5. Expertise and experience with web content management platforms like WordPress, comfortable with HTML/CSS, Microsoft Office Suite and design software such as Adobe Suite.
- 3.6. Excellent written and verbal communications skills.
- 3.7. Strong organizational skills, with the ability to meet deadlines and develop, implement, and interpret goals, objectives, and policies.
- 3.8. Ability to identify issues and implement creative and strategic solutions to overcome problems.
- 3.9. Is a team player, but has the ability to work independently and take initiative.

4. Work Conditions

- 4.1. Interaction with colleagues, Members, community partners, government representatives, and outside stakeholders.
- 4.2. Capacity to work from HSABC's office at 202-26 Lorne Mews, New Westminster, BC, on a regular basis.
- 4.3. This is a hybrid work environment with the opportunity to work from home for a portion of the work week.
- 4.4. Travel across the Province of BC required to support delivery of HSABC events.
- 4.5. Operation of desktop/laptop computer and peripherals.

Commitment to Equity, Diversity and Inclusion

To address issues of systemic inequity within the Canada and specifically within the Canadian labour market, HSABC is committed to achieving a diverse workforce through inclusive HR practices in all aspects of employment including recruitment, hiring and promotions.