



Family Caregivers
of British Columbia

Job Posting

Position: Caregiver Support Specialist

About Family Caregivers of British Columbia

Family Caregivers of British Columbia (FCBC) is a registered non-profit charity dedicated 100% to supporting family and friend caregivers. Our mission is to improve the quality of life for family caregivers through support, information, and education. We provide leadership to strengthen the voice of family caregivers and the significance of their role. We believe deeply that our ability to fully serve all family caregivers rests on having a welcoming, inclusive, and diverse team who recognizes, appreciates, and respects individual differences. We build on each person's strengths and talents to achieve our goals.

About the Role

The Caregiver Support Specialist works primarily within the Caregiver Support Program with a focus on three key areas: 1) One-to-one direct support (phone, virtual and in person); 2) peer support groups, and 3) resource curation, distribution, and promotion. Reporting to the Caregiver Support Manager, the Caregiver Support Specialist works in a highly collaborative environment with the FCBC team. Family Caregivers of BC is committed to equity, diversity, and inclusion. In this role you will need to communicate professionally and with sensitivity to diverse audiences' needs, culture, and situations, and be open and able to develop new insights and skills to serve all caregivers - minority groups and vulnerable populations (e.g., LGBT2S+ communities, Indigenous peoples, rural and remote communities).

Key Responsibilities include:

- Call line response: provide empathic 1-1 emotional support, referrals to community services and assistance with navigating the health care system.
- Assistance with problem solving and creating action plans where appropriate using a brief Action Planning approach (training is provided).
- Maintain call record data in a timely and accurate manner via the FCBC database (Salesforce-Non-Profit based)
- Provide back-up to volunteer facilitators, if needed, to host or co-host the Greater Victoria and Provincial Virtual Caregiver Support Groups (currently using the Zoom platform).
- Assist with the Support Group Facilitator Training (in-person and online).
- In collaboration with the FCBC team, assist in creating a welcoming, value-based volunteer environment.
- Work collaboratively with FCBC Team, under the direction of the Digital Marketing and Communications Specialist, to promote programs and services and recruit volunteers.
- Organize mailing information to caregivers, health care providers and organizations and help to track resources needed.
- Occasionally deliver community presentations, attend exhibits and meetings with volunteers and community partners.



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Qualifications and Experience:

- Degree in healthcare field, social services, geriatric care, mental health or other related discipline, or a combination of education and experience.
- 3 year's experience supporting individuals and/or families.
- Excellent interpersonal and communication skills (verbal and written), with a demonstrated ability to provide empathic, warm, and professional support that is accepting and inclusive of all clients.
- Experience working with groups is an asset, with facilitation skills, preferably in a peer support group environment.
- Proficient in Microsoft Office: Word, Excel, Outlook and must have a high level of comfort using online web platforms (Zoom), digital tools, and the ability to simplify processes for technologically unskilled users.
- Demonstrated ability to work independently and as part of a team.
- Experience applying problem-solving techniques to support others in meeting their goals.

Compensation and Work Context:

Location of Work: Victoria, BC at FCBC's offices, with the potential to also work from home (hybrid).

Hours of Work: Typically working during our office hours Monday – Friday, 8:30 AM – 4:00 PM and occasionally after-hours for caregiver appointments or other FCBC activities.

Compensation: commensurate with experience in the range of \$25 - \$30 per hour.

How to Apply

If this opportunity to work as a Caregiver Support Specialist appeals to you, please apply with you cover and resume. [Additional information on this role can be found in the full job description.](#)

This posting will remain **open until June 14th.**

We believe deeply that our ability to fully serve all family caregivers rests on having a welcoming, inclusive, and diverse team. We encourage applicants of diverse backgrounds to apply. Please come and visit us at www.familycaregiversbc.ca. If you have any questions about the job posting or the process, please reach out to robert@engagedhr.com. Thank you for your interest!