



Family Caregivers of British Columbia

Job Posting

Caregiver Support Lead

Family Caregivers of British Columbia (FCBC) is a registered charity dedicated 100% to supporting family and friend caregivers through support, information and education. We provide leadership to strengthen the voice of family caregivers and the significance of their role provincially and nationally. In BC, there are over 1.4 million caregivers giving care and support for a family member or friend with chronic disease, disability or frailty due to aging; our vision is that they are seen, supported and included as partners in care. 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 and embrace strategic collaboration to reach our goals.

Position Description

The Caregiver Support Lead provides day-to-day leadership for the Caregiver Support Pillar, offering strong supervisory and mentoring skills to support staff in their roles responding to the BC Caregiver Support Line, offering 1-1 and wrap-around support through social prescribing, making internal referrals to our coaching and education programs and external community programs, co-creating actions plans and building networks of support.

Peer support models are a key component of the Caregiver Support Pillar, and the Lead will support the recruitment, training and supervision of volunteers for group facilitation. Embracing a collaborative, shared leadership approach, the Lead will work closely with colleagues in other programs to plan and deliver a variety of presentations, trainings and co-create resources.

Reporting to, and working closely with, the Director of Programs and Innovation, the Lead will create and implement program work plans, monitor and report on program progress and provide ongoing supervision to inspire, guide, and motivate the team, ensuring a positive and goal-oriented work environment. Our operations are highly networked, requiring the Lead to function effectively in a tech-enabled, virtual environment with multiple platforms.

The position is hybrid, allowing for flexibility in work location, hours and promoting peak performance, while designed to offer optimum supervision in person at our Victoria home office and to deliver services in the community. The Lead will be cross-trained in all aspects of caregiver support service delivery so they are able to provide those services as part of the team, as the situation requires.

Key Responsibilities

Staff Support & Supervision

- Schedule coverage of the Caregiver Support Line and provide day-to-day oversight and mentoring for staff.
- Schedule and facilitate regular case conference meetings and check-ins.
- Support staff in navigating complex caregiver cases and ensure consistent service quality.
- Promote reflective practice and staff wellness within the caregiver support team.

Program Coordination & Delivery

- Develop and maintain the annual caregiver support calendar to include including support groups, volunteer training, Community of Practice and caregiver workshops.
- Oversee 1:1 service delivery programs to caregivers ensuring effective implementation, evaluation, and reporting.
- Coordinate the Greater Victoria Caregiver Support Program and time-limited projects.
- Lead and implement Caregiver Support Group Facilitator Trainings.
- Oversee promotion and registration processes in collaboration with the Communications Lead and Administration.
- Build community linkages that align with program objectives, deliver presentations and represent FCBC at various tables.

Quality Assurance & Evaluation

- Monitor delivery standards and data quality for CSL calls, groups, and coaching referrals.
- Track program outputs (calls answered, groups held, registrations, attendance, referrals).
- Collect and analyze caregiver feedback to inform continuous quality improvement.
- Prepare program evaluation reports for leadership, funders and partners.
- Ensure timely reporting of monthly statistics and project deliverables.
- Maintain and update program documentation, including SOPs and facilitator guides.

Qualifications & Experience

- Degree in social and health sciences or a relevant two-year diploma or combination of education.
- Minimum 3 years' work experience in health or social sector working with individuals or families.
- Specific experience and knowledge of family caregivers and their role strongly preferred.
- Minimum 2 years as a supervisor or manager.
- Excellent written verbal communication skills.
- Critical thinking and problem-solving skills.
- Team leadership, collaboration, and co-design skills.
- Experience working with groups is an asset, with facilitation skills, preferably in a peer support group environment.
- Demonstrated ability to work independently and as part of a team.
- Experience applying problem-solving techniques to support others in meeting their goals.

Qualifications & Experience cont.

- 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.
- Proficiency with a database, preferably a CRM such as Salesforce, with attention to detail.
- Clear Criminal Record Check.
- Access to a vehicle.

Location of Work: Hybrid arrangement, in Victoria, BC at FCBC's offices, and home office.

Hours of Work: This is a full-time position, working 35 hours per week, typically working during our core office hours and support line hours Monday – Friday, 8:30 AM – 4:00 PM and occasionally after-hours for caregiver appointments or other FCBC activities. Flexible work hours outside of these times are possible from time to time, depending on the organization's needs. Note a requirement to be in person at the Victoria office a portion of each week – to be determined as per operational needs.

Compensation:

- commensurate with experience in the range of \$37- \$44 per hour.
- Competitive leave policy and family-friendly, wellness-focused health benefits
- Access to professional development and learning opportunities

This posting will remain open until **December 5**.

Note: this position is NOT about providing hands-on care in people's homes. We are not a home support agency. Please visit us at www.familycaregiversbc.ca before applying.

We encourage applicants of diverse backgrounds to apply. Only those selected for an interview will be contacted.

We warmly thank you for your interest!