



**Family Caregivers
of British Columbia**

Job Posting

Position: Caregiver Support Specialist

About Us

Family Caregivers of British Columbia (FCBC) is a charitable organization dedicated 100% to supporting family and friend caregivers. We believe it takes a village to provide care, and it is our mission 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 also believe deeply that our ability to fully serve all family caregivers rests on having a welcoming, inclusive, and diverse team who recognizes and appreciates individual differences. We build on each other's strengths and talents to achieve our goals.

Role Overview

The Caregiver Support Specialist provides one-to-one support to caregivers across BC through the Caregiver Support Line (CSL), as well as through in-person support groups and virtual programming.

This position reports to the Caregiver Support Manager and works collaboratively within a supportive and experienced team.

Who You'll Be Supporting

This role supports adult caregivers who are often new to caregiving and feeling overwhelmed as they navigate the care of a parent, partner, or other adult loved one with complex or changing health needs.

****This role does not involve providing direct personal care. Instead, you will support caregivers in understanding their options, navigating systems, and identifying next steps.****

Key Responsibilities

1. Caregiver Support Call Line

- Respond to a high volume of caregiver inquiries through the Caregiver Support Line (phone and virtual), providing timely, thoughtful, and clinically-informed support
- Provide compassionate, non-judgmental emotional support to caregivers navigating complex and evolving care situations
- Assess caregiver needs, priorities, level of distress, and urgency, using sound judgement to guide next steps and referrals
- Support caregivers across a wide range of topics, including:
 - navigating the BC health care system and accessing appropriate services



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- changes in health status, increasing care needs, and care transitions
- Support caregivers across a wide range of topics, including:
 - contingency planning and decision-making
 - accessing legal, financial, and community-based supports
- Provide tailored information, system navigation support, and practical guidance based on each caregiver's situation
- Coordinate internal and external referrals, including to FCBC programs and relevant health and community services
- Assist caregivers in problem-solving and identifying realistic next steps using Brief Action Planning (training provided)

2. Peer Support Groups & Facilitation

- Facilitate and co-facilitate caregiver peer support groups (virtual and in-person), creating a safe, inclusive, and supportive environment
- Lead group discussions with sensitivity to diverse experiences and group dynamics
- Support training and ongoing development of peer facilitators across BC
- Participate in local, in-person caregiver groups, workshops, and community events

Qualifications & Experience

- Degree or diploma in a related field (healthcare, social services, counselling, gerontology, or similar), or equivalent combination of education and experience
- Minimum 3 years' experience supporting adults in complex or health-related situations (e.g., caregiving, system navigation, community support roles)
- Experience responding to a high volume of inquiries or calls, preferably in a health, social service, or support line environment
- Demonstrated experience facilitating peer groups, leading discussions, and/or delivering workshops to diverse audience using cultural sensitivity
- Demonstrated ability to assess situations, manage emotionally complex conversations, and apply sound judgement
- Strong knowledge of BC's health and social care systems and community-based supports, or the ability to quickly build this knowledge





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Additional Skills & Attributes

- Ability to maintain accurate and timely records, familiarity with Salesforce or other CRM/case management systems considered an asset
- Commitment to equity, diversity, and inclusion, with demonstrated ability to communicate professionally and with cultural sensitivity to diverse audiences, including 2SLGBTQIA+ communities, Indigenous peoples, and rural and remote communities

Preferred / Assets

- Lived experience as a caregiver supporting an adult family member or loved one
- Experience supporting caregivers, older adults, or individuals navigating health-related care needs
- Fluency in a second language
- Experience working across multiple points in the health and social care system (e.g., hospital, community, or non-profit settings)

Working Conditions

- Location: Victoria, BC (hybrid work available)
- Regular travel within the region is required on a weekly basis
- Must have access to a reliable vehicle and a valid driver's license
- Hours: Monday to Friday, 8:30 AM – 4:00 PM, with up to one evening shift a week for caregiver groups or workshops
- Compensation: \$28 – \$32 per hour, commensurate with experience

How to Apply

The posting will remain open until the position is filled. We are looking to hire as soon as possible, so early applications are encouraged.

Equity Statement

We encourage applicants from diverse backgrounds to apply. FCBC is committed to building a team that reflects the communities we serve.

