



Family Caregivers of British Columbia

Job Posting

Caregiver Support and Community Navigator

Organization:	Family Caregivers of British Columbia (FCBC)
Location:	Victoria, BC – FCBC Office (hybrid: office, home, and community)
Hours:	Full-time Monday–Friday, 8:30 AM–4:00 PM (occasional evenings and weekends)
Position Type:	3-year term
Compensation:	Commensurate with experience, in the range of \$32–\$34 per hour
Reports To:	Caregiver Rx Social Prescribing Project Lead

It Takes a Village...

Are you passionate about helping people find the support they need? Do you want to be part of a groundbreaking initiative that is transforming how health and social care supports family caregivers across BC? If you're based in Greater Victoria and want to make a tangible difference in people's lives every day, this is your opportunity.

About Family Caregivers of BC

Family Caregivers of British Columbia (FCBC) is a charitable organization dedicated 100% to supporting family and friend caregivers, those who provide unpaid care to a family member, friend, or neighbour. Our mission is to improve the quality of life for family caregivers through support, information, and education. We also 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 that recognizes, appreciates, and respects individual differences. We build on each other's strengths and talents to achieve our goals.

About the Role

The **Caregiver Support and Community Navigator** is a full-time, 3-year term role that integrates one-on-one caregiver support with core social prescribing principles, while also encompassing expanded caregiver support functions. This role enables FCBC to provide a more integrated, wrap-around, and continuous service for family caregivers in Greater Victoria and across British Columbia.

Community Navigator: Central to the role is the delivery of individualized, whole-person support, by phone, virtual, and in-person, helping caregivers manage immediate practical concerns as well as longer-term needs that contribute to their physical, social, and emotional well-being. This includes

providing emotional support, facilitating access to health and social services, connecting caregivers with community resources (e.g., mental health, financial supports, housing, social opportunities, nutrition, and exercise), and co-creating wellness plans using motivational interviewing and Brief Action Planning. Reporting to and working closely with the Caregiver Rx Social Prescribing Project Lead, they will play a key role in developing and maintaining referral pathways within the wider health and social care community, and in contributing to program evaluation and continuous improvement.

Caregiver Support: The Caregiver Support and Community Navigator will contribute to FCBC's broader Caregiver Support Program by providing phone and in-person support through the BC Caregiver Support Line, providing facilitation for caregiver peer support groups, and supporting resource development and community outreach activities.

Key Responsibilities

1. Social Prescribing Navigation & Case Management

- Contact caregivers in response to incoming referrals: providing empathetic 1-1 emotional support, conducting formal intake assessments, assisting with navigating the healthcare system, and facilitating connections to appropriate community resources.
- Support caregivers in accessing services and resources through warm hand-offs and follow-up as needed.
- Use validated screening tools to assess caregivers' strengths, emotional capacity, and key concerns
- Co-create individualized action plans that address caregivers' whole-person needs and social determinants of health, while using motivational interviewing and Brief Action Planning techniques to empower caregivers in identifying and working toward their goals. Develop, strengthen, and maintain referral pathways from health and social care partners into FCBC's programs.
- Liaise with community programs, manage outgoing referral pathways, and gather feedback to support continuous service improvements.
- Maintain accurate and timely client records in the FCBC's Salesforce Non-Profit database, ensuring data integrity to support program evaluation and reporting.

2. BC Caregiver Support Line & Peer Support Groups

- Respond to calls on the BC Caregiver Support Line, providing empathetic emotional support, guidance in navigating the health and social care system, referrals to community services, and problem-solving support.
- Refer caregivers to FCBC Caregiver Coaching for complex cases or to relevant local and provincial caregiver programs.
- Provide facilitation support for in-person Caregiver Support Groups in Greater Victoria in- and provincial virtual Caregiver Support Groups.
- Assist with Support Group Facilitator Training both in-person and online, to build capacity for caregiver peer support across BC communities.

3. Resource Development, Outreach & Community Engagement

- Collaborate with the FCBC team to regularly update and maintain community resources, ensuring they remain accurate and accessible for caregivers and referral partners.
- Support mailing and communication activities for caregivers, health care providers, and partner organizations.

- Deliver community presentations, and attend events, exhibits, and partner meetings to raise awareness of Caregiver Rx and FCBC's services.

4. Program Support & Evaluation

- Contribute to program evaluation activities, by collecting data, tracking key metrics, and participating in program review and quality improvement processes.
- Actively participate in team meetings, case consultations, professional development activities, and organizational initiatives.
- Stay current with evidence-based practices in social prescribing, caregiver support, and related fields to continuously improve service quality.

Qualifications and Experience

Education & Experience

- Degree in social work, healthcare, social services, geriatric care, mental health, or a related discipline; or an equivalent combination of education and relevant experience.
- Minimum 2 years' experience in case management, community/healthcare navigation, or a similar role supporting family caregivers.
- Experience working within or alongside the health and social care sector; knowledge of the Greater Victoria service landscape is a strong asset.
- Caregiving experience (personal or professional) is an asset.

Skills & Competencies

- Excellent interpersonal and communication skills (both written and verbal), with a demonstrated ability to provide empathetic, warm, and professional support that is inclusive of all clients.
- Demonstrated knowledge of, or experience in, applying motivational interviewing and Brief Action Planning techniques to support goal setting and behaviour change.
- Experience working with groups, including facilitation skills, preferably in a peer support or workshop environment.
- Strong problem-solving skills with the ability to support others in navigating complex systems.
- Ability to work independently, exercise sound professional judgment, and collaborate effectively as part of a team.
- Presentation skills and experience delivering community education are an asset.
- Proficient in Microsoft Office (Word, Excel, Outlook) and comfortable using online platforms (Zoom) and digital tools, with the ability to support less tech-savvy clients who are less tech-savvy.
- Ability to maintain accurate and timely records, with familiarity with Salesforce or other CRM/case management systems considered asset.
- Commitment to equity, diversity, and inclusion, with a demonstrated ability to communicate professionally and with cultural sensitivity to diverse audiences, including 2SLGBTQIA+ communities, Indigenous peoples, and rural and remote communities.

Working Conditions

Location:	Victoria, BC – FCBC’s office, with hybrid work from home and in the community.
Hours:	Monday–Friday, 8:30 AM–4:00 PM (35 hours/week); occasional evenings and weekends for caregiver appointments or FCBC activities.
Travel:	Some local travel within Greater Victoria required; occasional travel for provincial activities. Access to a reliable vehicle and Class 5 License required.
Note:	This is not a home support worker position.

How to Apply

This position will remain open until filled. We encourage you to apply as soon as possible. Only applicants selected for an interview will be contacted.

Click [here](#) to apply via Indeed.

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, cultures, and situations, and be open to developing new insights and skills to serve all caregivers, including minority groups and vulnerable populations (e.g., LGBTQ2S+ communities, Indigenous peoples, rural and remote communities).

We encourage applicants of diverse backgrounds to apply.