



Family Caregivers of British Columbia

Job Posting

Community Navigator

Organization: Family Caregivers of British Columbia (FCBC)

Location: Prince George, BC | Hybrid: Combination of remote and community-based work

Travel: Regular travel within Prince George and surrounding communities is required, including trips to neighbouring areas that may involve extended travel times (e.g., 1+ hour each way). Occasional travel for provincial activities. Access to a reliable vehicle and valid Class 5 Driver's License required.

Hours: Full-Time (35 hours/week) | Monday-Friday, 8:30am-4pm | Occasional evenings and weekends required

Position Type: 3-Year Term

Compensation: Commensurate with experience, in the range of \$34–\$36 per hour

Benefits: Comprehensive health and dental benefits.

Vacation: Paid vacation in accordance with organizational policy.

Reports To: Caregiver Rx Social Prescribing Project Lead

This is not a home support worker position.

It Takes a Village...

Are you passionate about helping people find the support they need? Do you want to be part of an innovative initiative that is helping shape the future of caregiver support in British Columbia? This is a rare opportunity to join the expansion of Caregiver Rx Social Prescribing, a project that connects family caregivers with health, social, and community supports through a personalized, whole-person approach. As the Community Navigator in Prince George, you will play a key role in establishing the project's new regional learning hub, helping to refine and adapt a model designed to strengthen support for caregivers across diverse communities in BC.

About Family Caregivers of BC

Family Caregivers of British Columbia (FCBC) is a charitable organization dedicated entirely to supporting family and friend caregivers, people who provide unpaid care to a family member, friend, or neighbour.

Our mission is to improve caregivers' quality of life through support, information, and education, while strengthening recognition of their vital role.

About the Role

The Caregiver Rx Social Prescribing Project connects family caregivers to non-medical community supports through referrals from healthcare and community providers, helping to reduce caregiver isolation, stress, and burnout while improving access to resources, education, and services.

To strengthen its impact and expand its reach, the project is expanding services into Northern British Columbia through dedicated Community Navigator positions based in Prince George. Working in partnership with local organizations, communities, and service providers, the project will strengthen referral pathways, enhance caregiver access to supports, and apply culturally responsive approaches that reflect local needs, strengths, and priorities. Lessons learned through this expansion will inform the continued growth of caregiver social prescribing across British Columbia and contribute to more integrated, caregiver-centred health and community care systems.

As a key component of this expansion, the **Community Navigator** is a full-time, three-year term position responsible for providing individualized caregiver support, navigation, education, and connections to community resources. Applying social prescribing principles, the Navigator works directly with family caregivers to identify strengths, address needs, and access personalized supports, while also contributing to community engagement, partnership development, referral pathway enhancement, and ongoing project implementation and evaluation.

Central to the role is the delivery of individualized, whole-person support across in-person, telephone, and virtual settings. Navigators assist caregivers in addressing immediate practical concerns while supporting their longer-term physical, social, and emotional well-being. This includes providing emotional support, facilitating access to health and social services, connecting caregivers with community resources such as mental health services, financial supports, housing, social and recreational opportunities, nutrition programs, and exercise initiatives, and co-creating wellness plans using approaches such as Motivational Interviewing and Brief Action Planning.

Working collaboratively with community organizations, service providers, and other stakeholders, the Community Navigator contributes to the development and maintenance of referral pathways across the health and social care system. The role also supports program evaluation, continuous quality improvement, and knowledge sharing to help strengthen caregiver supports and inform future service delivery.

This position supports FCBC's commitment to improving access to coordinated, inclusive, and culturally responsive supports for family caregivers across diverse communities in British Columbia.

Key Responsibilities

1. Social Prescribing Navigation and Case Management

- Contact caregivers in response to incoming referrals, providing empathetic one-on-one emotional support, conducting intake assessments, assisting with navigation of 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 whole-person needs and social determinants of health, using motivational interviewing and Brief Action Planning to support goal setting and behaviour change.
- Develop, strengthen, and maintain referral pathways with health and social care partners into FCBC programs.
- Liaise with community programs, manage outgoing referrals, and gather feedback to support continuous service improvement.
- Maintain accurate and timely client records in the FCBC Salesforce Nonprofit database, ensuring data integrity to support evaluation and reporting.

2. Resource Development, Outreach and 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 communication and outreach 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 services.

3. Program Support and Evaluation

- Contribute to program evaluation activities by collecting data, tracking key metrics, and supporting program review and continuous quality improvement processes.
- Actively participate in team meetings, case consultations, professional development, 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 and 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 3 years of experience in case management, community or healthcare navigation, or a similar role supporting family caregivers.
- Experience working with rural, remote, and culturally diverse communities.
- Experience supporting clients across rural or geographically dispersed communities.
- Comfort with hybrid outreach, including in-person, phone, and virtual service delivery.
- Experience building partnerships with Indigenous organizations and communities.
- Demonstrated practice of cultural safety, humility, and trauma informed approaches.
- Experience working within or alongside the health and social care sector, including navigating and coordinating services across multiple systems such as health, housing, and income supports.
- Caregiving experience, whether personal or professional, is an asset.

Skills and Competencies

- Excellent interpersonal and communication skills, both written and verbal, with the ability to provide empathetic, professional, and inclusive support.
- Demonstrated knowledge of, or experience applying, motivational interviewing and Brief Action Planning to support goal setting and behaviour change.
- Experience working with groups, including facilitation, preferably in a peer support or workshop environment.
- Strong problem-solving skills, with the ability to support others in navigating complex systems.
- Experience navigating complex, fragmented systems across health, housing, and social services.
- Ability to coordinate care across multiple providers and sectors.
- Proven ability to build and sustain partnerships with health providers, nonprofits, and community leaders.
- Experience developing referral pathways or community networks.
- Ability to work independently, exercise sound professional judgment, and collaborate effectively as part of a team.
- Strong presentation skills and experience delivering community education are an asset.
- Proficiency in Microsoft Office and comfort using digital platforms such as Zoom, with the ability to support clients with varying levels of digital literacy.
- Ability to maintain accurate and timely records, with familiarity with Salesforce or similar CRM or case management systems considered an asset.
- Experience using data to identify service gaps and inform program improvements.
- Comfort contributing to evaluation and reporting in a pilot or evolving program.
- Commitment to equity, diversity, and inclusion, with the ability to communicate professionally and with cultural sensitivity across diverse communities, including 2SLGBTQIA+ communities, Indigenous peoples, and rural and remote populations.

How to Apply

Please complete all screening questions and submit your resume/CV. This posting will remain open until the position is filled. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

We believe that supporting caregivers across British Columbia requires a team that reflects the diversity of the communities we serve. We are committed to creating a welcoming, inclusive, and respectful workplace where everyone feels valued, supported, and empowered to contribute.

We strongly encourage applications from individuals of diverse backgrounds, including Indigenous Peoples, racialized persons, people with disabilities, members of the 2SLGBTQIA+ community, and others from equity-deserving groups.