



Family Caregivers  
of British Columbia

## Job Posting Support Line & Resource Specialist

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| <b>Organization:</b>  | Family Caregivers of British Columbia (FCBC)                                                                                                                                                                                                    |
| <b>Location:</b>      | Victoria, BC – Hybrid (combination of office, home, and community)                                                                                                                                                                              |
| <b>Travel:</b>        | Regular travel within Greater Victoria and surrounding communities is required. Access to a reliable vehicle and valid Class 5 Driver's License required. Approved work-related mileage is reimbursed in accordance with organizational policy. |
| <b>Hours:</b>         | Full-Time (35 hours/week), Monday-Friday. Approximately 2-3 pre-scheduled evening community events per month and very occasional weekend events. Time in lieu is available in accordance with organizational policy.                            |
| <b>Position Type:</b> | Permanent, Full-Time                                                                                                                                                                                                                            |
| <b>Compensation:</b>  | \$30-\$32 per hour                                                                                                                                                                                                                              |
| <b>Benefits:</b>      | Comprehensive health and dental benefits   Paid professional development and ongoing training                                                                                                                                                   |

### About Family Caregivers of BC

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.

### Why Join FCBC?

This is an opportunity to make a meaningful difference in the lives of family caregivers across British Columbia. You will join a collaborative and supportive team that values learning, professional growth, and innovation. We provide comprehensive onboarding, ongoing mentorship, and training to help you build your skills and confidence in caregiver support, group facilitation, and system navigation.

**IMPORTANT:** This role **does not involve providing direct personal care or home support**. Instead, you will support unpaid family and friend caregivers through emotional support, information and referrals, system navigation, education, and connection to community resources and services. The role also includes facilitating caregiver support groups and workshops.

## About the Role

The Support Line & Resource 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 Lead and works collaboratively within a supportive and experienced team.

### Who You'll Be Supporting

This role supports family and friend caregivers of any age who are at different stages of their caregiving and often feeling overwhelmed as they navigate the care of a parent, partner, or other loved one with complex or changing health needs.

### This Role Is a Good Fit If You:

- Are comfortable supporting people through emotionally complex situations without taking responsibility for solving every problem.
- Thrive in a role that is varied including providing direct 1:1 emotional support, education, group and workshop facilitation, and community engagement.
- Are adaptable and enjoy work where priorities can shift and no two days are the same.
- Value working as part of a collaborative and supportive team.
- Can balance empathy with healthy professional boundaries.

## Key Responsibilities

### Caregiver Support Line

- Respond to 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 coordinate internal and external referrals.
- Support caregivers and provide tailored information and guidance across a wide range of topics, including:
  - Understanding the BC health care system and accessing appropriate services.
  - Changes in health status, increasing care needs, and care transitions.
  - Contingency planning and decision-making.
  - Accessing legal, financial, and community-based supports.
- Coordinate referrals to FCBC programs and relevant health and community services.
- Support caregivers in problem-solving and identifying realistic next steps using Brief Action Planning (training provided).
- Maintain accurate and timely documentation using Salesforce.

### Peer Support Groups & Facilitation

- Facilitate and co-facilitate caregiver peer support groups (virtual and in-person), creating safe, inclusive, and supportive environments.

- Lead group discussions with sensitivity to diverse experiences and group dynamics.
- Support the training and ongoing development of volunteer peer facilitators across BC.

## **Resource Development, Outreach & Community Engagement**

- Collaborate with the FCBC team to maintain and update caregiver resources, ensuring they remain accurate and accessible.
- Support outreach and engagement activities for caregivers, health care providers, and community partners.
- Deliver community presentations and workshops and represent FCBC at exhibits and community partner meetings.
- Participate in local caregiver groups, workshops, and community events.

## **Qualifications and Experience**

### **Education & Experience**

- Degree or diploma in a related field (health care, social services, counselling, gerontology, or similar), or an equivalent combination of education, training, skills, and experience.
- Minimum three years of experience supporting adults in complex health, caregiving, or social service settings.
- 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, or delivering workshops to diverse audiences.
- 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.

### **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.
- Ability to maintain accurate and timely records. Experience with Salesforce or other CRM/case management systems is considered 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 work independently, exercise sound professional judgment, and collaborate effectively as part of a team.
- 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.

### **Preferred Assets**

- Lived experience as a caregiver supporting an adult family member or loved one.
- Fluency in a second language.
- Presentation skills and experience delivering community education

- Experience working across multiple areas of the health and social care system (e.g., hospital, community, or nonprofit settings).

**An equivalent combination of education, training, skills, and experience will be considered.**

## **How to Apply**

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.

*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.**