



# BC Association of Aboriginal Friendship Centres

## Member Services Coordinator

Permanent Full-time / 35hr work week / based in Victoria, BC

The BC Association of Aboriginal Friendship Centres (BCAAFC) is currently seeking a highly motivated individual to manage and coordinate the outreach and support to our member Friendship Centres. We are looking for someone with creativity, great customer service skills, organizational skills, critical thinking skills, and most of all someone with a strong emotional intelligence.

This position is exciting in many ways! It supports the work of the Program Review Committee (PRC), which is a standing committee of the Association and a fantastic group of professionals to work with! This position will work closely with our communications manager and our project manager to ensure our membership receives timely access to excellent service and resources. We are here to ensure the 25 Friendship centers throughout the province feel supported with their efforts to serve the urban Aboriginal Communities in which they live, work, and play. This means this position requires maximum flexibility and maximum travel.

The position reports directly to, and receives direction from Patricia Moore, General Manager

### Key Duties and Responsibilities

- Act as the liaison to member Friendship Centres and be initial point of contact for access to member services. We need you to reach out to our centers!
- Work closely with the communications manager to keep the content current and relevant. We need to make sure our centers to know what is going on in their region and province!
- Coordinate and facilitate the Program Review Committee, including maintaining communications and implementation of directives. We need to assist the centers that are finding it hard to keep their doors open, to keep their doors open!
- Administer special agreements with member Centres. We need you to help our centers plan, plan, plan!
- Assess annually the health of each member Centre and provide outreach where necessary to maintain a high standard of capacity and delivery in our member Centres. We need you to work with our program manager to visit the centers, to see how they are doing!
- Research, catalogue and distribute resource materials to member Centres. We need you to work with the communications officer to make sure our centers receive job postings for their employment boards, bid opportunities for their region, information on funding, grants, etc. available in their area.
- Stay up-to-date of relevant legislations and ensure compliance of our member Centres. We need you to learn and know the requirements of the latest BC Society Act to make sure our centers are keeping up to date and in compliance.
- Liaison with stakeholders to generate further support for Friendship Centres and Friendship Centre programming. We need you to keep track of the common concerns in the friendship centers, and flag issues and solutions so that the BCAAFC Executive team can advocate for our Friendship center movement.

- Assist the program manager with completing reporting, gathering information, and conducting on-site reviews. As with all programs, we need you to tell us what the friendship centers did, what worked, what didn't, what are the gaps, and most of all how we can and did help each other.

### **Knowledge and Abilities**

- Strong communications and interpersonal skills, both verbal and written
- Strong facilitation skills
- Skilled in managing challenging situations and people
- The ability to work well in a team setting
- The ability to work both under a supervisor or without supervision on assigned projects
- The ability to work under pressure within a fast paced environment, adapt and be flexible
- Strong time management, decision making and problem solving skills
- A high energy level with a determined and productive, positive attitude

### **Qualifications**

- Bachelors Degree in Public Administration or related field, or minimum 5 years experience working with multi-stakeholder, multi-year programming
- Significant experience working with Aboriginal communities and urban Aboriginal service organizations
- Excellent knowledge of Microsoft Office applications
- Possesses a valid driver's license
- Must be able to provide clear, current criminal record check

### **What do we have to offer you?**

In return for all you do, you will be rewarded with a salary ranging from \$40,000 to \$50,000 a year based on your skills and experience. We also have benefits once you complete your probation period! This includes:

- Three weeks paid vacation to start, the longer you stay the more you get!
- A 50% employee benefit package
- An Employee wellness program
- Automatic enrollment in our Wellness Group membership: A fun group of people to hang out once a month
- Understanding work environment

**If you want to join our team send your resume and coverletter by April 27, 2018 – END OF DAY to:**

**Patricia Moore** | General Manager

**BC Association Aboriginal Friendship Centres**

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*Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants of Aboriginal ancestry. Qualified internal applicants will receive preference.*

**(ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED)**