



BC Association of Aboriginal Friendship Centres

Member Services Manager

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

The BC Association of Aboriginal Friendship Centres (BCAAFC) is currently seeking a highly qualified individual to manage and coordinate the outreach and support to our member Friendship Centres. This position supports the work of the Program Review Committee (PRC), which is a standing committee of the Association, and compliments the work of our Program Manager. This position will work closely with our communications manager to ensure our membership receives timely access to excellent service and resources.

The position reports directly to, and receives direction from Patricia Moore, General Manager, with key guidance from Julie Robertson.

This position requires **maximum flexibility and maximum travel**.

Key Duties and Responsibilities

- Act as the liaison to member Friendship Centres and be initial point of contact for access to member services
- Work closely with the communications manager to keep the content current and relevant
- Coordinate and facilitate the Program Review Committee, including maintaining communications and implementation of directives
- Administer special agreements with member Centres
- 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
- Research, catalogue and distribute resource materials to member Centres
- Stay up-to-date of relevant legislations and ensure compliance of our member Centres
- Liaison with stakeholders to generate further support for Friendship Centres and Friendship Centre programming
- Assist the program manager with completing reporting, gathering information, and conducting on-site reviews.

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

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)

Please provide a cover letter, resume, and 3 references to:

Patricia Moore | General Manager

BC Association Aboriginal Friendship Centres

551 Chatham St. Victoria, BC V8T 1E1

Office: 250-388-5522 extension 203, or 1-800-990-2432 (fax) 250-388-5502

Email: pmoore@bcaafc.com | Website: www.bcaafc.com

Deadline: 4:30 pm March 7th, 2018