



**BCAAFC | BC Association of
Aboriginal Friendship Centres**

Member Services Specialist

28-35hr work week / May 2024 (possibility of extension)

Located within the territory of WSÁNEĆ (Saanich), Lkwungen (Songhees) and Wyomilth (Esquimalt) peoples
based in Victoria, BC

EXTERNAL POSTING

THIS POSITION IS OPEN TO INDIGENOUS PEOPLES ONLY

Applications accepted by email only - details below

The BC Association of Aboriginal Friendship Centres (BCAAFC) is seeking a skilled and motivated individual to join the Programs & Member Services team and support the development and delivery of specialized HR, governance, and operational supports to member Friendship Centres.

As the umbrella organization for 25 Friendship Centres across BC, the BCAAFC endeavors to ensure that BC Friendship Centres have the means to successfully deliver programs and services that support urban Indigenous people to achieve their vision of health and wellness. We support Friendship Centres to serve their communities in several different ways including via advocacy, fundraising, training, and 'Member Services'. Member Services include a wide range of efforts aimed at supporting healthy operations, governance, human resources, leadership, and finances, among other key features of effective organizational management.

The BCAAFC is currently growing and expanding our member services capacities with the goal of enhancing the capacities of the BC Friendship Centre movement and maximizing the success and reach of Friendship Centre services. Working closely with the Programs & Member Services Manager and other members of the team, the Member Services Specialist will play a key role in ensuring that upcoming member services initiatives are successfully carried out, and Friendship Centres have ongoing access to effective, meaningful, and proactive supports.

KEY DUTIES AND RESPONSIBILITIES

- Work closely with the Programs & Member Services Manager and General Manager to update and clarify BCAAFC's policies, systems and processes defining when, how, and in what way we provide help and/or interventions to support our member Centres.
 - Strike a Steering Committee to guide the policy development.
 - Consult with and/or provide updates to Membership as necessary through the process and development of these policies.
 - Incorporate updated policies into a renewed and updated BCAAFC Member Services Manual.
- Oversee the development of accessible and customizable tools and resources for use by Friendship Centres that are aligned with Friendship Centre values and a decolonial vision including:
 - Board Governance Training
 - Board Self-Assessment Tool

BC Association of Aboriginal Friendship Centres

551 Chatham Street | Victoria, BC | V8T 1E1 | www.bcaafc.com

Phone: 250-388-5522 | 1-800-990-2432 | Fax: 250-388-5502

- Adaptable templates (bylaws, Board policies, HR policies, finance policies, job descriptions/postings, etc.)
- Build a verified list of trusted suppliers for commonly needed services (strategic planning, IT vendors, legal support, HR investigators, etc.)
- Support Friendship Centres in using the developed tools, resources, and templates:
 - Deliver board governance training sessions to Friendship Centre boards as needed/requested.
 - Assist Boards of Directors in implementing the Board Self-Assessment Tool.
 - Support Centres in utilizing adaptable policy templates.
- Where requested and/or needed provide mentorship support to Executive Directors and/or Boards of Directors including facilitation support at board meetings and/or AGM's.
- Specialized re-stabilization support for Friendship Centres experiencing acute crises and/or struggling to recover from long term financial, operational, human resources and/or governance issues.
 - When possible, provide support directly to the Centre.
 - Where necessary, help the Friendship Centre to identify third party consultants who can meet their needs.
- Respond to community complaints/concerns from Friendship Centre staff and/or community members when such complaints/concerns are brought to the attention of BCAAFC.
 - Consult with the Member Services Manual and the Programs & Member Services Manager to determine the necessary response and/or course of action.
 - Where possible, offer guidance and direction to Friendship Centre leadership when navigating complex HR challenges.
- Administration of Special Bi-lateral Agreements and Recovery Plans for Friendship Centres requiring additional support and/or oversight.
- Liaise frequently with the Peer Review Committee (PRC) – a group of volunteers with experience in the Friendship Centre movement who help the Member Services team at BCAAFC to support our Centres.
- Maintain accurate, detailed records of all ongoing communication with Friendship Centres. Provide updates to BCAAFC management on the status of Friendship Centre health – particularly for those Centres on Special Bi-Lateral Agreement and/or experiencing acute crises.
- Keep track of common concerns in the Friendship Centres and collaborate with the PRC, Programs & Members Services Manager, and BCAAFC leadership to discuss and explore long-term, sustainable solutions.
- Travel within the province to connect with Friendship Centres, provide support as needed/requested, and build meaningful in-person connections with Friendship Centres leadership and staff.
- Stay up to date on relevant legislations to ensure compliance of our member centres, including the BC Societies Act, WCB, & Employment Standards.

CORE COMPETENCIES:

- Excellent customer service and relational skills and the ability to navigate and diffuse tense relational dynamics.
- Excellent communication and interpersonal skills – both written and oral.
- The ability to juggle multiple projects, strategically identify priorities, and manage time effectively.
- Strong problem solving and decision-making skills.

- The ability to respond to urgent issues with a calm mindset. The ability to maintain equilibrium through stressful situations and challenging conversations.
- The ability to work well both under a supervisor and without supervision on assigned projects. Must have the ability to self-direct as well as communicate and collaborate with a team.
- Sound knowledge of HR best practices. Familiarity with HR challenges that are common within the non-profit sector.
- Thorough knowledge of board governance roles and responsibilities. Familiarity with board governance challenges that are common within the non-profit sector.
- Thorough knowledge of the BC Societies Act.
- Highly evolved conflict management and conflict facilitation skills.
- Ability to gather and synthesize information from diverse sources and analyse issues and options from multiple perspectives.

QUALIFICATIONS:

- A minimum of 5 years experience working in a management/leadership role within non-profit organizations AND/OR a post-secondary degree in Business or Public Administration, AND/OR a combination of the above.
- Direct experience as a board member on a non-profit governance Board of Directors.
- Robust HR knowledge including Employment Standards, WCB, and conflict communication
- High school graduation required.
- Proficiency in MS Word, MS Excel and MS Outlook.
- Demonstrated communication skills – written and verbal.
- Experience working with Indigenous communities and organizations.
- Criminal Records Credit and Vulnerable Sector check a requirement of the position.

POSITION INFORMATION:

- Due to the COVID-19 Pandemic, you may be required to work from home due to health regulations. The selected individual must be able to work from home when required and must have a stable internet connection and telephone/cell-phone. IT services and laptop will be supplied.
- This position is located at 551 Chatham St. in downtown Victoria.
- The position can be either 4 or 5 days a week, 9:00am – 5:00pm Monday to Friday.
- Position is expected to be hybrid of home and office time each week
- Overtime and travel is required, public health restrictions permitting.
- **This position is intended for Indigenous, Inuit or Metis persons only. Ensure your cover letter self-identifies ancestry and your experience meeting required skills and abilities.**
- Proof of COVID vaccination will be a requirement for the successful candidate.

The BCAAFC offers benefits once you complete your three-month probationary period. In return for all that you do, you will enjoy:

- A competitive compensation package, including three weeks paid vacation.
- \$65,000 - \$70,000 starting salary based on experience.
- Accessible work space including offices, open work stations and elevators.

- RRSP matching of up to 5% of annual salary to a max of \$5,000 per year.

If you want to join our team send your resume and cover letter by 12:00pm, Thursday August 25th 2022 to:

PLEASE INCLUDE THE FOLLOWING IN THE SUBJECT LINE:

Member Services Specialist
Julie Robertson | 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: jdouglass@bcaafc.com | Website: www.bcaafc.com

*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)