

TITLE: Intake and Community Relations Coordinator	CLASSIFICATION: Administrative Officer 18
POSITION NUMBER: 00118745	SUPERVISOR TITLE: Manager, Outreach and Engagement Coordination

ORGANIZATIONAL CONTEXT

The Representative for Children and Youth (RCY), an independent officer of the B.C. Legislature, works to influence positive change to B.C.'s child-, youth- and young adult-serving system. The Representative's Office provides advocacy support to people dealing with the child and youth service system and advocates directly on behalf of children, youth and young adults, monitors and reviews government services to children and youth and reviews and investigates selected deaths and critical injuries of children and youth who are receiving services.

RCY functions within a complex and dynamic socio-cultural, legislative and practice context. Drawing on multiple sources of information and knowledge, RCY continually assesses and identifies opportunities to inform and advocate for improvements to the child, youth and young adult serving systems and establishes strategic priorities and takes action accordingly.

Two interconnected priorities for RCY are to: 1) identify, recommend and advocate for ways to reduce the number of First Nations, Métis, Inuit and urban Indigenous children and youth in government care, and to child welfare and other designated services to those Indigenous children and families who come into contact with the Ministry of Children and Family Development and/or Delegated Aboriginal Agencies; and 2) meaningfully, ethically and sustainably engage with children, youth, young adults and the community members who care about and for them to enhance RCY's understanding about their lived and living experience, especially with systems of care.

To support these priorities, RCY is committed to becoming a more culturally aware and agile organization, integrating Indigenous ways of knowing and being into our daily practice, and ensuring that our work highlights concerns with and opportunities to improve the experience of and outcomes for First Nations, Métis, Inuit and Urban Indigenous children and youth in need of services. RCY supports all staff to develop a critical understanding of the history of First Nations, Métis, Inuit and Urban Indigenous Peoples within Canada and the impact of colonization on the contemporary experience of children, youth, families and communities and on current systems, structures and politics. Meaningful relationships with Indigenous leaders, young people, organizations and communities are of vital importance to RCY.

In addition, RCY is committed to centring and amplifying the voices and lived and living experience of children, youth and young adults who are or have engaged with B.C.'s child-, youth- and family-serving systems.

JOB OVERVIEW

Reporting to the Manager, Outreach and Engagement Coordination, the Intake and Community Relations Coordinator is responsible for providing intake services for the Representative for Children and Youth through assessing all calls and correspondence received and determining eligibility for advocacy services, providing the public with information and referrals, opening files, and assigning work as required. The Intake and Community Relations Coordinator is also responsible for planning and coordinating RCY's outreach initiatives aimed at increasing the awareness and understanding of the role of RCY and assigning work as required.

ACCOUNTABILITIES

- Provide first line response to all calls and correspondence received through the RCY 1-800 number, and any other communication tools used to engage with the public
- Respond to all calls by obtaining preliminary information and recording relevant details to determine the most appropriate course of action
- Provide callers with information about RCY programs and services
- Make referrals to appropriate RCY program areas
- Provide referrals to community supports when inquiries are not within RCY mandate, including information regarding referral services available from government ministries and agencies, community, non-profit advocacy and volunteer organizations
- Support and coordinate outreach projects, advocacy events and community outreach activities
- Carry out the planning, implementation, and delivery of assigned portions of a project as a formal project team member
- Provide online facilitation support to Advocates including updating presentation materials, incorporating engaging online tools, and resolving minor tech issues
- Track, monitor and assign community outreach activities and make recommendations around upcoming opportunities for an RCY presence in order to promote advocacy services
- Liaise with RCY program and administrative staff to write, edit, proofread, design, order, produce, distribute and track RCY community outreach products and promotional materials (SWAG); monitor use of materials and ensure adequate and appropriate supplies are ordered and available
- Create new files and ensure appropriate documentation in the case management system

- Maintain communication links with counterparts and colleagues in community agencies and advocacy groups to ensure effective exchange of information and to maintain best practices in intake and community relations services
- Maintain an up-to-date knowledge of emerging trends/developments in similar services/programs. Collect information and other resources about intake and community relations practices.

JOB REQUIREMENTS

A Bachelor's degree or diploma, ideally in a relevant discipline such as the social sciences, community development, dispute resolution, social work, child and youth care or communications.

A minimum of 2 years' experience working in a high-volume, fast-paced client support environment that includes:

- Taking calls and assessing service requests according to legislation and policies
- Referring individuals to appropriate agencies for assistance
- Working across organizational teams, promoting communication and collaboration to facilitate and coordinate community engagement, workshop facilitation and workflow to support organizational outcomes
- Establishing a network of relationships with community and cultural organizations, with particular focus on children and youth in British Columbia
- Applying an understanding of Indigenous cultures and child welfare issues.

Preference may be given to applicants who self-identify as Indigenous and/or candidates with significant demonstrated knowledge and practice in cultural humility and agility.

Knowledge, Skills and Abilities

- Knowledge of the mandate and operation of the Office of the Representative for Children and Youth
- Exceptional written and verbal communication skills and ability to work effectively with people with differing abilities and with various backgrounds and histories; demonstrating understanding, patience and diplomacy
- Ability to answer a high volume of calls and prioritize matters of importance and urgency
- Ability to handle stressful calls calmly and with patience and compassion.
- Ability to communicate using a wide variety of communication tools, including accurately gathering and entering information into a database

- Demonstrated skills in using cloud-based videoconferencing software such as Teams and Zoom
- Demonstrated skills in using online facilitation tools such as Miro and Mentimeter
- Demonstrated skill in operating Microsoft Office Suite and databases
- Exceptional organizational skills with the ability to prioritize competing demands and manage time sensitive and confidential information
- Understanding of First Nations, urban Aboriginal and Métis cultures and child welfare issues
- Basic knowledge of child rights and related legislation in B.C. related to children's services
- Knowledge about principles, best practices and models for effective intake services and community relations in diverse socio-economic communities and environments
- Ability to respond to issues and inquiries in a quick and professional manner
- Ability to deal with demands, priorities and issues management situations in a public sector or corporate environment
- Excellent interpersonal skills.

Please note that applicants must be able to successfully meet RCY security screening requirements which include a criminal records check and Criminal Records Review Act (CRRRA) check.

COMPETENCIES

- **Listening, Understanding and Responding** is the desire and ability to understand and respond effectively to other people from diverse backgrounds.
- **Teamwork and Cooperation** is the ability to work co-operatively within diverse teams, work groups and across the organization to achieve group and organizational goals.
- **Indigenous-Centered Service Approach** is a desire to serve Indigenous peoples, focusing one's efforts on understanding their interests in order to increase the quality of the service and produce better outcomes.
- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous peoples.
- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other

government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.

- **Conflict Management** is the ability to develop working relationships that facilitate the prevention and/or resolution of conflicts within the organization.
- **Problem Solving and Judgment** is the ability to analyze problems systemically, organize information, identify key factors, identify underlying causes and generate solutions.
- **Results Orientation** is a concern for surpassing a standard of excellence.

For more information on competencies, see:

[BC Public Service competency resource page](#)
[Indigenous relations behavioural competencies](#)