

JOB DESCRIPTION

INTAKE AND COMMUNITY RELATIONS COORDINATOR

Classification: AO18

Position Number: 00118745

Supervisor title: Manager, Community Outreach and Engagement

WHO WE ARE

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

We aspire to a legacy where children, youth, young adults and families served by the child and family serving systems receive **timely, appropriate and compassionate support and services** that they need, when they need it. We dream of a Province where all children and families thrive and where experiences of **stigma, shame, judgment and racism** have been eliminated.

RCY is committed to being 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 and bright spots. We are committed to relationship, respect, reciprocity, relevance, responsibility and repair. We are guided by the principles of cultural safety, anti racism, we are a highly connected

organization known for upholding rights and being respectful, responsive, responsible, reciprocal and a good ally. As Nations and communities work towards resumption of jurisdiction, RCY is appreciated for what we do and how we do it; we seek direction from and accompany those on their journey in a supportive way.

The Intake and Community Relations Coordinator reports to the Manager, Community Outreach and Engagement and 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.

ROLE DUTIES

- First point of contact for the 1-800 number, RCY email, mail 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
- Providing callers with information about RCY programs and services
- Make referrals to appropriate RCY program areas
- Provide referrals to community support 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
- Coordinate special projects, advocacy events and community outreach activities

- Liaise with RCY program and administrative staff to coordinate and schedule community outreach activities and supports
- Track, monitor and assign community outreach activities related to advocacy services and make recommendations around upcoming opportunities for an RCY presence 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

QUALIFICATIONS

Education

Coursework or diploma and 2 years of related experience in social sciences, human services, or office administration.

OR

An equivalent combination of education and experience may be considered.

RCY recognizes and values the cultural and community knowledge and experience that is gained over time, therefore other forms of post-secondary education and / or training will be considered, such as:

- Structured, intentional teachings from Elders and/or Knowledge Keepers
- Professional development educational and learning opportunities
- Community and work experience in which skills and knowledge are developed over time

Experience

A minimum of 2 years' *recent experience for the following:

- Working in a high-volume, fast-paced client support environment.
- Responding to incoming calls, assessing service requests, and facilitating referrals to appropriate services.
- Working with a variety of teams to promote communication and collaboration.
- Engaging with community and cultural groups serving children and youth in British Columbia

*Recent experience is defined as within the last five years.

Knowledge

- Understanding of First Nations, urban Indigenous and Métis cultures and child welfare issues

Skills & Abilities

- Strong interpersonal skills, remaining calm under pressure, and effectively resolving conflicts
- Strong oral and written communication skills
- Proficiency in Microsoft Office applications
- Ability to plan, organize, prioritize work, and perform effectively under pressure and conflicting demands

Please review the job posting on [RCY's careers page](#) for details regarding preferences and other specific requirements for this position.

COMPETENCIES

RCY Competencies

Cultural Agility is the ability to work respectfully, knowledgeably and effectively with Indigenous people and people of all cultures. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all.

Self-Discovery and Awareness means understanding one's thoughts, feelings, values and background and how they impact the success of the interaction and relationship, or how they may influence one's work. It is recognizing one's own biases by tracing them to their origins, through reflection and by noticing one's own behaviour – and then intentionally seeking a way forward that positively impacts the interaction and relationship.

Building a trust-based relationship requires a fundamental understanding that "relationship" is the foundation from which all activities happen and that building a good relationship takes time and commitment. It is a willingness to

build a personal relationship in addition to a professional one, participating in open exchanges of experiences and culture. It requires a genuine, non-controlling approach and relies upon demonstrated integrity and transparency.

Position Specific 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.

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.

Problem Solving and Judgment is the ability to analyze problems systemically, organize information, identify key factors, identify underlying causes and generate solutions.

For more information on competencies:

[Competencies for Interviews & Hiring - Province of British Columbia](#)

[Indigenous Relations Behavioural Competencies - Province of British Columbia](#)