

Intake and Community Relations Coordinator

ABOUT US

The Representative for Children and Youth is an independent officer of the B.C. Legislature and 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 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 sometimes investigates deaths and critical injuries of children and youth who are receiving services.

Bringing together energetic people with the right combination of skills, experience and creativity is an essential part of the Representative's commitment to B.C.'s children and youth. It is through skilled and passionate staff that we are able to implement a range of strategies, projects and initiatives that seek to transform the child and youth service system.

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.

OVERVIEW OF POSITION

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.

WHY JOIN US?

- You will be making a meaningful difference in the lives of BC's children, youth and young adults – you will be a catalyst for change.
- Our staff are passionate and committed.
- RCY offers competitive salaries and commits to ongoing review to ensure equity and fairness.
- RCY offers a modified work week (flex schedule) for most staff and a variety of remote/virtual and on-site work arrangements.
- RCY staff are essential to the impact that we aspire to and so we invest in ongoing professional development for all staff.
- As part of the structure of government, RCY offers a comprehensive benefits program including health, paramedical, dental, vision and Employee and Family Assistance services (or amount in lieu added to pay for auxiliary employees).

POSITION DETAILS

- Competition #: 121184
- Type: FT, Auxiliary, Temporary Appointment
- Classification: AO18

- Salary range: \$64,123.59 - \$72,674.35 annually. Starting salary offer will take into consideration the level of experience and skill the candidate brings to the role, and internal equity.
- Number of positions: 1
- An eligibility list may be established for future temporary and/or permanent vacancies. Temporary appointments may be extended and/or a permanent appointment may result from a temporary appointment.
- Please note that employees must be physically present in British Columbia for this position. The successful applicant must be willing to relocate if not currently resident in BC. Relocation expenses are available as per BC public service and RCY policy.
- Please note that this position is based in Victoria, BC. There is flexibility to work from home with some in-office work requirements.
- RCY staff are required to travel to meet operational requirements. In keeping with RCY's support to balance work, family and other commitments, travel will be planned in advance whenever possible.
- This position is eligible for a modified work week.
- This position is excluded from union membership.
- The successful applicant requires a police record check and is subject to a criminal record review.

Full details about the education, experience and competencies required for this position are included in the [job description](#).

OUR HIRING PREFERENCE

To achieve a representative team at RCY, preference may be given to applicants self-declaring as being a member of one or more of the groups identified below. RCY

believes that an organization that reflects the diversity of the communities we serve strengthens our ability to achieve our mission.

We strongly encourage applications from members of communities that are marginalized or that experience structural discrimination including those identifying as Indigenous, people of colour, members of non-dominant ethnic, linguistic and/or cultural groups (im)migrants/ newcomers, people with (dis)abilities, and 2SLGBTQIA+ people. We encourage applicants to self-identify in their application if they feel comfortable doing so.

RCY commits to holding self-identification information confidentially – we hold this obligation with care and commitment. Your information will only be shared with the hiring panel, who commit to holding it in confidence and will not share your information unless it is needed for the hiring process (such as to get approval to extend a job offer).

HOW TO APPLY

WHEN

Job applications will be accepted until Sunday, September 14, 2025 at 11:00 p.m. PDT.

WHAT TO INCLUDE?

Your application must include:

- Resume
 - We strongly encourage you to review all aspects of this job posting and ensure your resume highlights your fit for the role and RCY.
- Completed [questionnaire](#).

As part of our commitment to accessibility and inclusivity in the workplace, we ask that applicants submit resumes and questionnaires in an accessible format:

- Please submit your resume and questionnaire in Microsoft Word.
- Please use black font, minimum 12pt and use a sans serif font (ie: Arial, Adobe Clean, BC Sans, Lucida).
- Please do not highlight text and remove all watermarks/backgrounds that could make the text difficult to read.
- Please use the built in Accessibility Checker to confirm “No issues found”.

To learn more about improving the accessibility of digital documents check out the [BC Public Service Accessibility and Inclusion Toolkit](#) or Microsoft’s instructions for how to [Make your Word documents accessible to people with disabilities](#).

WHAT IS THE QUESTIONNAIRE?

As part of your application package, you are required to complete a questionnaire. This questionnaire is intended to highlight your most relevant experience and education and is used in place of a cover letter.

To assist you, clear instructions and examples are provided at the top of the questionnaire to help make the process as straightforward as possible.

The questionnaire must be completed in full and submitted along with your resume. Applications submitted without a completed questionnaire will not be considered.

WHERE TO APPLY?

You can apply by emailing your resume and questionnaire to jobs@rcybc.ca. Please reference the position title and competition number in your email subject line and in the title of your documents.

Only those applicants who pass the initial screening based on the education and experience specified in the job description will be considered for the next step in the

selection process. We encourage you to take care in reviewing all the related materials for this recruitment. We especially encourage those from outside public service to become familiar with how hiring decisions are made in public service and pay detailed attention to the information we have requested.

We look forward to receiving your application.