



## Family Caregivers of British Columbia

### **JOB DESCRIPTION - CAREGIVER ENGAGEMENT LEAD (METRO VANCOUVER)**

Family Caregivers of British Columbia (FCBC) is a registered charity dedicated 100% to improving the quality of life for family and friend caregivers through support, information and education. We provide leadership to strengthen the voice of unpaid caregivers and promote the significance of their role in our health and social systems. We value family and all its diversity, family caregivers as partners, and collaboration, partnerships and innovation with community members. Our mottos are, “for caregivers, by caregivers” and “nothing about me without me”.

#### **Job Description:**

The Caregiver Engagement Lead staff reports to the Executive Director and is the key liaison between FCBC and caregiver support programs across the province (over 40) and is responsible for identifying needs/gaps in services, avoiding duplication and building capacity within the sector using a collaborative approach. The CS Provincial Lead contributes to the FCBC online Provincial Caregiver Resource Center as a hub for caregiving-related tools and resources. Responding to a growing need, they will lead Volunteer Engagement for FCBC, recruiting, orienting, training and supporting volunteers to fill a variety of roles across the province, including peer support and health system improvement efforts. The Caregiver Engagement Lead delivers presentations and hosts exhibits, increasing awareness of the caregiver role and existing services and supports. They will support FCBC’s work within the health sector to include caregivers as partners in care and advance person-and-family centered care. They will work in a highly collaborative, virtual environment with FCBC team members with face-to-face meetings at the FCBC office in Victoria during the year, basing their day-to-day work out of their home office in Metro Vancouver. Occasional travel throughout the province may be required.

#### **Responsibilities:**

##### **Caregiver Support Program Liaison**

- Engage caregiver support programs to identify needs, tools, resources, link them to existing resources, identify gaps, with an overall focus on a collaborative “sharing economy” within the sector
- Provide regular feedback to the FCBC Team to flag education curriculum or resource development needs, to improve the Caregiver Support Line response, and participate in the development of resources where needed, drawing on the broader caregiver support communities’ involvement
- Regularly update contacts for all provincial caregiver-related programs and services, and capture key caregiver events for the Provincial Caregiver Resource Center’s online calendar

##### **Peer Support Network Building**

- Support the development of new peer caregiver support groups/circles in defined FCBC target areas in consultation with the FCBC team
- Schedule and facilitate the Support Group Facilitator Training (in-person and online) to sustain and grow peer support networks across the province
- Coordinate the Community of Practice (COP) for support group facilitators using a shared-ownership and collaborative lens working closely with the Greater Victoria Caregiver Support Lead
- Develop other forms of peer support, e.g.: 1-1, or other options, as needs are identified and resources permit

#### **Volunteer Engagement & Training**

- Act as the Volunteer Program Lead for FCBC, overseeing all aspects of the program
- Coordinate the recruitment, orientation and ongoing support of caregivers for volunteer opportunities in the health system, research, media interviews and FCBC planning and quality improvement etc.
- Plan and deliver training sessions throughout the year: peer support training, Volunteer Ambassador Training (awareness building, introduction to FCBC, caregiving issues “101”); other training to be determined

### **Provincial Engagement**

- Initiate and respond to inquiries from health professionals, community organizations etc., increasing awareness of FCBC services, align services with other programs and enhance the identification, referral and support for family caregivers.
- Utilize volunteers where possible to speak on behalf of FCBC (Volunteer Ambassadors)
- Deliver presentations and host exhibits for key audiences aligned with FCBC priorities

### **Other Responsibilities**

- Participate in workplan and strategy development across programs
- Monitors spending within allocated budget and co-creates annual budget with ED
- Participate in Communications and Marketing strategy and implementation
- Submit monthly statistics and narrative highlights, and annual reporting

### **Education and Experience**

- Knowledge of the role of family and friend caregivers, with lived experience highly preferred so that you clearly see things from the perspective of caregivers
- A bachelor’s degree in social services, health care or another related discipline (master’s degree an asset)
- Five years of experience in the fields of social, health and/or gerontology services
- Strong presentation and facilitation skills, with experience delivering training for adults
- Proven effectiveness in working collaboratively, building and managing positive relationships
- Effectiveness managing deadlines and achieving results within a high production work environment
- Self-starter with high degree of initiative, resourcefulness, and productivity
- Excellent written, verbal and interpersonal communication skills
- Good working knowledge of non-profit organizations and health or social systems
- Proven ability to work in a Windows environment and with common desk top applications

### **Additional Requirements**

- A valid BC Driver’s Licence, reliable vehicle, and appropriate insurance
- Ability to work from a home office
- Occasional travel for meetings, presentations or training
- Able to provide a clear Criminal Record Check
- Successfully complete a government Privacy training course within approximately the first month of employment
- Assist as a key team member in other activities of importance