

July 2021

Community Resource Specialist (Full Time or Part Time)

The Position:

The successful candidate will be able to use their excellent interpersonal and communications skills to provide support, crisis management, assistance and information/referral to clients, who may be involved in crisis situations such as sexual assault, violence in intimate relationships, addiction to substances or gambling, elder abuse or adult survivors of childhood abuse.

Duties:

- Responds to enquiries via telephone, email, mail, text, chat, or personal interview
- Assesses client needs, provides support and crisis management as needed
- Accesses resources available from the BC211 database, internet or other sources
- Provides information about the systems of services, outlines possible options and makes appropriate referrals to community, social or government resources
- Initiates and performs follow-ups, advocacy, and assisted referrals
- Notes unmet needs and gaps in services
- Maintains accurate record of all contacts
- May represent BC211 on committees, at meetings and conferences, and at community events
- Required to attain and maintain AIRS certification

Qualifications:

- Minimum Community college Diploma in Community Social Service Work (A University Degree in Social Sciences is a plus)
- Two (2) years recent related experience working in the social services field and familiarity with BC social, community and criminal justice services or an equivalent combination of education, training and experience
- Must be able to work morning, evening and overnight shifts on weekdays and weekends as per operational requirements
- Ability to communicate effectively in English, both verbally and in writing
- Ability to deal with clients in an empathic, courteous and tactful manner
- Ability to speak one or more languages, in addition to English, is an asset

Salary: CSSEA/CSSBA General Services Collective Agreement wage grid 11, along with applicable health and welfare benefits.

Shift schedule: The help lines operate 24 hours / 7 days a week. This position requires a rotation of evening, morning, weekend shifts with the occasional overnight shift within a seven-week period

Hours per week: Full time role is approximately 35 hours per week plus occasional overtime, the part time role is 21 hours per week.

Automobile use: There is no requirement for use of an automobile.

Closing date: The posting will remain open until the position is filled.

Contact: Cover letter and resume to louise@bc211.ca

Location: BC211 Office, 330-111 West Hastings Street, Vancouver, BC (*Working remotely from a home office is required until further notice due to the COVID-19 pandemic*).