



Victoria Native Friendship Centre  
Internal & External Employment Opportunity – .5 FTE (17.5 hours week)



# VNFC Intake Worker

There is a critical importance to this role of a lived understanding of Indigenous communities, history, values and culture, and in keeping with the BC Human Rights Tribunal pursuant to s.42(3) of the Human Rights Code, preference will be given to Indigenous applicants. **Please self-identify in your cover letter.**

Under the supervision of the Director of Child and Family Services and the Family Services Program Coordinator, the **VNFC Intake Worker** will provide information, support and referrals to individuals and families that have an immediate need.

## DUTIES:

- To be initial point of contact for clients seeking services at VNFC.
- To assist individuals and families in problem solving and encouraging self-advocacy and self-reliance.
- To provide emotional support and make referrals to other relevant community resources.
- To remain apprised and updated regarding Aboriginal and non-Aboriginal community resources.
- To support walk-in and phone-in clients who are not currently working with VNFC Staff.
- To ensure as often as possible that, resources are culturally appropriate.
- To maintain accurate records/client case notes/stats for all client services and for reporting purposes.
- To provide initial engagement and assessment of Mental Health and/or Addictions issues.
- To provide emergency protocol procedures for primary health care; Child and Family Services Act; and Mental Health and Addictions.
- To assist with other VNFC groups, programs and/or services as required.
- To assist/consult with appropriate professional resources, VNFC Teams, and administrative staff.

## KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of First Nations cultures and issues affecting First Nations peoples.
- Excellent communication skills.
- Ability to deal with crises and/or work effectively in a high profile, heavy volume, frequent contact environment.
- Demonstrated ability to liaise and advocate on behalf of children, youth and families.
- Strong case management skills and knowledge of integrated case management processes.
- Ability to take initiative; work independently and as part of a team.
- Knowledge of an Indigenous World View
- Strong oral, written, and interpersonal communication skills.
- Proficiency in a variety of computer applications such as Microsoft Word, Outlook, and Excel.
- Physical ability to sit for long periods of time and to work at a computer.
- Must provide Required to provide a current vulnerable sector criminal record check (form can be located at <http://www.pssg.gov.bc.ca/criminal-records-review/>).

## EDUCATION AND EXPERIENCE:

The successful candidate will possess a combination of education and experience that satisfy all or most of the following:

- Degree or diploma in Social Work, Child and Youth Care, Family Support or equivalent or one to two years related experience and/or training with Crisis Management and/or Non-violent Crisis Intervention and education and/or experience in Mental Health and Addictions.
- Experience working with Aboriginal communities and/or non-profit organizations.

**SALARY:** Wage \$20.00 – 22.00 per hour  
**HOURS:** .5 FTE or 17.5 hours/week Monday – Friday (afternoons 1 – 4:30)  
**COMMENCES:** April 2021  
**TERM:** On-going pending funding

**Please submit your Resume and Cover Letter attention to:**  
**Ron Rice, Executive Director**  
(by mail / fax / email to [admin@vnfc.ca](mailto:admin@vnfc.ca) or in person)

**No phone calls please, only those selected for interviews will be contacted.**  
**An eligibility list will be established.**

# Closing Date: Until Filled

Victoria Native Friendship Centre  
231 Regina Ave, Victoria BC V8Z 1J6  
Telephone: (250) 384-3211 / Fax Number: (250) 384-1586

Pursuant to section 41 of the BC Human Rights Code, preference may be given to applicants of Aboriginal Ancestry.

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