



Ka:'yu:'k't'h'/Che:k'tles7et'h' First Nations Government

FAMILY SERVICES SUPPORT COORDINATOR (FSSC)

The Family Services Support Coordinator (FSSC) is an important member of the Family Services Team, supporting KCFN members and families in accessing services, navigating systems, and strengthening overall well-being. Reporting to the Family Services Manager, the FSSC provides advocacy, guidance, and practical support to members experiencing challenges related to social services, health care, education, housing, and justice-related matters.

This role works closely with community members to help them access the resources and supports they need, particularly during times of distress or crisis. The FSSC also collaborates with internal programs and external partners such as Usma, MCFD, RCMP, Island Health, FNHA, educational institutions, and other service providers to ensure members receive coordinated and culturally respectful support. A key focus of the role is helping families remain strong and connected while working proactively to prevent children from entering care.

The duties/tasks/responsibilities of the **FSSC** include (but are not limited to):

- Advocate for and support KCFN members in accessing services, programs, and community resources
- Assist members with applications, documentation, referrals, appointments, and navigating systems such as health care, education, housing, and social services
- Provide practical and emotional support to members and families during challenging or crisis situations, including conducting wellness checks when required
- Build and maintain strong relationships with community members and external partners including government agencies, schools, and social service organizations
- Support families involved with external agencies such as MCFD, RCMP, and Usma
- Assist with housing-related matters by helping members access housing and liaising with landlords or property managers where appropriate
- Collaborate with internal staff, including outreach workers and counsellors, to support members accessing mental health, addiction, and other supports
- Assist with the coordination of Family Services programs and community initiatives related to families, parenting, children, and wellness
- Maintain accurate and confidential records, complete incident reports, and support program reporting where required
- Participate in training, community events, committees, and other initiatives that support Family Services and community well-being

Qualifications:

- Post-secondary education in social work, counselling, human services, psychology, or a related field is an asset
- Grade 12 diploma preferred
- Experience working in community services, advocacy, or a similar support role
- Strong interpersonal and communication skills with a compassionate and respectful approach
- Excellent organizational and problem-solving skills, with the ability to manage multiple priorities
- Intermediate proficiency with Microsoft Office 365 and Google Workspace
- WHMIS, Violence and Harassment Prevention Training, and Occupational First Aid Level 1 (or willingness to obtain)
- Valid driver's license, acceptable driver's abstract, and reliable vehicle considered an asset
- Successful completion of a Vulnerable Sector Police Information Check

DATE POSTED: April 28, 2026

START DATE: ASAP

STATUS: Full-Time, Permanent (35 hrs/week)

CLOSING DATE & TIME: Open until filled

WAGE: \$30.00 - \$33.00 per hour (based on experience/education)

BASED OUT OF: Campbell River and Houpsitas (Kyuquot, BC)

TO APPLY: E-mail cover letter & resume to: *Madelyn Mason, HR Advisor*, at madelynm@kcfirstnations.com citing "FSSC" in the subject heading of your e-mail.

Applicants may request a copy of the job description by sending an e-mail request to Madelyn.

In accordance with the Canadian Human Rights Act, preference may be given to Indigenous applicants.

We thank all those who apply, however only those shortlisted will be contacted for interviews.