



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

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# Job Board Posting



Careers.Indigenous.Link

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## Member Services Team Lead

<b>Job ID</b>	<b>4A-29-6D-BC-C5-DC</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=4A-29-6D-BC-C5-DC">https://careers.indigenous.link/viewjob?jobname=4A-29-6D-BC-C5-DC</a>	
<b>Company</b>	BC Association Of Aboriginal Friendship Centres	
<b>Location</b>	Victoria, British Columbia	
<b>Date Posted</b>	From: 2024-03-08	To: 2024-04-02
<b>Job</b>	Type: Full-time	Category: Social Services
<b>Job Start Date</b>	April 15th, 2024	
<b>Job Salary</b>	\$70,000-\$75,000 per year	
<b>Languages</b>	English	

### Description

As the umbrella organization for 25 Friendship Centres across BC, the BCAAFC endeavors to ensure that BC Friendship Centres have the means to successfully deliver programs and services that support urban Indigenous people to achieve their vision of health and wellness. We support Friendship Centres to serve their communities in several different ways including advocacy, fundraising, training, and 'Member Services'. Member Services include a wide range of efforts aimed at supporting healthy operations, governance, human resources, leadership, and finances, among other key features of effective organizational management.

**Purpose:** This position oversees the Programs and Member Services Team, who administer the funding agreements to our member Friendship Centres including four main funding programs, the development and delivery of specialized Friendship Centre supports, and engagement with the Provincial Aboriginal Youth Council and Elders Council. In addition, the Member Services Team Lead is responsible for the key administrative tasks for the Member Services Team, including program budgets, funding proposals, quarterly reporting, team management, and stakeholder engagement.

**Programs and Member Services include:**

- Four core funding contracts for all 25 Friendship Centres, additional funding contracts as they are made available
- Employment, Life Skills, and Training funding program for Friendship Centres
- Childcare Planner Program
- First Citizens Student Bursary Program, Post-Secondary Student Support Program
- Provincial Aboriginal Youth Council
- Elders Council
- Member Services - specialized supports and resources for Friendship Centres

**Administration**

- Provide oversight for all contract administration practices for BCAAFC Member Services Team.
- Write funding proposals and negotiate contracts with various provincial ministries, federal agencies, and the National Association of Aboriginal Friendship Centres.
- Complete quarterly roll-up reporting to BCAAFC funders, both financial and narrative. Provide support to team to ensure sufficient completion of their program's reporting requirements.
- Create annual general reports and individual program reports to share with membership, funders, and stakeholders.
- Work with the Data and Research Analyst to collect and analyze statistical reporting, using this to further advocate for the FC movement, identify partnerships, and determine funding allocation models.
- Liaise with the National Association of Aboriginal Friendship Centres, support Contracts Manager to attend the technicians meetings, and attend as required to stay up-to-date on funding procedures and opportunities.
- Produce briefing notes for the General Manager and management team on successes, areas of concern, and general program updates.
- Financial management for up to 12 programs, create and monitor yearly budgets, quarterly reviews of general ledgers, internal and external financial reporting, oversight for all cheque/AFT requisitions.
- Participate in Membership Meetings, the Annual General Meeting, and site visits.
- Support team to host regular Friendship Centre check-in zoom calls
- Support team to host workshops as requested/required at Membership Meetings on changes/updates that will impact reporting/contracts/Friendship Centre Support

**Friendship Centre Supports**

- Act as a key point of contact for Friendship Centres seeking support and/or information about funding agreements; stay abreast of FC successes, challenges, and needs; keep detailed records of communications.
- On-going communications with Friendship Centres via email, phone, video calls, and in-person site visits.
- Work closely with the Member Services Administrator and the Contracts Manager to identify member centers in difficulty and to determine what types of supports and/or interventions may be needed.
- Employ a strategic and holistic approach to providing outreach and support to member centers, helping them to achieve the highest possible standard of service delivery in their communities.
- Provide oversight and support for the administration of Special Bi-lateral Agreements and Recovery Work Plans for Friendship Centres requiring intensive supports.
- Specialized supports for Friendship Centres experiencing acute crises and/or struggling to recover from long term financial, operational, human resources and/or governance issues.

- Ensure effective implementation of the updated Member Standards and Services Manual.
- Source and/or develop accessible tools and resources for use by Friendship Centres that are aligned with Friendship Centre values and a decolonial vision.
- Assist centers in finding third party consultants and contractors.
- Keep track of common concerns in the Friendship Centres and collaborate with BCAAFC leadership to discuss and explore long-term, sustainable solutions.
- Travel within the province for Friendship Centre Site Visits, provide support as needed/requested, and build meaningful in-person connections with Friendship Centre leadership and staff.
- Stay up to date on relevant legislations to ensure compliance of our member centers, including the BC Societies Act, WCB, & Employment Standards.

#### **Team Management & Support**

- Provide mentoring, guidance, supervision, and support to all Programs and Member Services Staff.
- Assist in navigating any challenges that arise, engage in collaborative problem solving, provide project management oversight, assist in creating workplans and budgets.
- Engage in high level planning, decision making, and financial management for all programs.
- Monthly Program and Member Services Team meetings, regular one-on-one meetings with program staff.
- Attend Team leads meetings with other BCAAFC team leads each month. (mix of in-person and online meetings)
- Oversee timesheets, paid time off, overtime hours, sick leave, and wellness benefits for team.
- Coordinate site visits with team, ensure program staff have the opportunity to visit relevant Friendship Centres every year.

#### **Education Requirements**

##### **Required Skills and Competencies:**

- Experience working with Indigenous communities
- Minimum: Undergraduate degree in Business Administration, Indigenous Studies, Public Administration, Leadership, or other comparable area of study.
- o A combination of relevant experience, education, and training will be considered.
- Preferred experience working with non-profits and/or Friendship Centres
- Strong financial management skills, demonstrated experience managing large budgets.
- Demonstrated experience in administration and leadership.
- Strong inter-personal and conflict management skills.
- Knowledge of the historic and current realities of Urban and off reserve Indigenous, Metis and Inuit people in B.C and Canada.
- Ability to effectively communicate both verbally and in writing.
- The ability to juggle multiple projects, strategically identify priorities, and manage time effectively.
- Ability to lead, problem solve, and utilize team-building skills.
- Strong relationship building skills with colleagues, partners, and stakeholders.
- Ability to synthesize information and advocate for both the Friendship Centre Movement and for urban Indigenous people more broadly.
- Knowledge of and ability to use MS Office tools - Word, Excel, SharePoint, Teams, etc.

#### **Work Environment**

##### **Position Information:**

- This position is located at 551 Chatham St. in downtown Victoria, with the option to work from home up to two days per week.
- The workweek is 35 hours, 9:00am - 5:00pm Monday to Friday. Some overtime may be required.
- Travel throughout BC is required, driver's license and comfort driving is required for this position.
- Priority is given to Indigenous, Inuit, and Metis candidates. Ensure your cover letter self-identifies ancestry and your experience meeting required skills and abilities.
- If non-Indigenous in your cover letter speak to how you will listen and amplify Indigenous voices

#### **How to Apply**

Click Apply Now!

Email [rlang@bcaafc.com](mailto:rlang@bcaafc.com)