



EMPLOYMENT OPPORTUNITY

Scw'xmx Child and Family Services Society (SCFSS) is family-centered and guided by nle?kepmx and syilx traditional knowledge and principles. SCFSS utilizes prevention and protection strategies with the collective goal to keep children with their families and communities. SCFSS recognizes historical challenges and is guided by traditional strength and wisdom to build family and community capacity in a monumental shift from protection to prevention.

As an Indigenous organization serving the nle?kepmx and syilx communities, SCFSS prioritizes the hiring of nle?kepmx and syilx community members. Following community member priority and pursuant to Section 41 of the BC Human Rights Code, preference may be given to qualified applicants of Indigenous ancestry.

AGENCY NAVIGATOR

Status: Full-time | Permanent
Hours: 35 hours per week | 8:30 - 4:30 | Monday – Friday
Wage: Starting wage commensurate with experience | Range: \$24.03 - \$30.89
Benefits: Comprehensive Benefits Package | Public Service Pension Plan
Location: Merritt, BC

POSITION SUMMARY

Reporting to the Administration Team Leader, the Agency Navigator is responsible for providing high-level administrative and navigation support at SCFSS. As an organized and efficient individual, the Agency Navigator receives incoming calls, assesses calls, and refers the individuals to the appropriate staff member and/or team. The Agency Navigator assesses calls and inquiries based on a rating system of urgency and importance to streamline incoming communications at SCFSS. The Agency Navigator collaborates with the Community Navigators to ensure information is relayed accurately and documented appropriately. The Agency Navigator utilizes a high level of discretion and confidentiality in mitigating concerns from relations and the public, and streamlines the complaint process through effective communication, documentation, and follow-up. The Agency Navigator takes the lead on event and project committees. The Agency Navigator builds effective professional relationships within SCFSS, local organizations, government, our communities, and the general public.

OVERVIEW OF DUTIES & RESPONSIBILITIES

- Answers and assesses queries; refers them to the appropriate individual or team
- Ensure effective communication with SCFSS staff, communities, and the general public
- Respect staff and relations' need for privacy and their right to confidentiality
- Provide linkages and information to SCFSS services and resources when appropriate
- Act as a positive role model to staff, clients, families, care providers, community members, and the public
- Connect with other organizations and professionals as required to obtain relevant information and ensure open communication
- Receive any community complaints with discretion and confidentiality, following the appropriate pathways to document and report complaints for decision and action
- Ensure the monitoring and evaluation of individual responsibilities and processes to ensure compliance with SCFSS policies and procedures
- Perform written correspondence and develop documents



- Maintain a record of incoming calls and transfers
- Distribute incoming mail and faxes after date stamping; organize outgoing mail and couriers
- Organize, distribute, and track incoming and outgoing mail, including purchase orders (PO's)
- Photocopy and prepare materials such as meeting packages, event documents, orientation packages, etc.
- Maintenance of Purchase Orders (POs) through the creation of requests, tracking of PO's, and communication to individuals for receiving the PO
- Complete and coordinate hotel and room bookings for staff and relations
- Ensure appropriate documentation is promptly written and filed appropriately
- Provide mentorship and shadowing opportunities to new hires as requested by the Administration Team Leader
- Lead the planning and organization of SCFSS events by chairing event committees
- Navigation of databases, including EMHware and ICM
- Support administrative operations with technical expertise, including word processing, spreadsheets, databases, and presentation software
- Participate regularly in team meetings to effectively offer integrated, multidisciplinary, and effective services

SUPERVISION RECEIVED

- Regular consultation and review with the Administrative Team Leader
- Annual Performance Evaluation and work plan review with the Administrative Team Leader

JOB REQUIREMENTS

- Proven ability to handle confidential and sensitive information with discretion
- Attention to detail with demonstrated organizational skills
- Excellent communication skills with the ability to work with a variety of personalities and communication styles
- Efficient work skills with the ability to meet time-sensitive deadlines with attention to detail
- Ability to work independently and collaboratively under minimal supervision
- Intermediate to advanced skills in Microsoft Office (Outlook, Word, Excel, Power Point), Adobe Acrobat, social media platforms, and other IT platforms for word processing, reports, spreadsheets, and communications

EDUCATION & EXPERIENCE

- Diploma in Business Administration, Office Administration, or a related field. A combination of training and experience will be considered.
- Minimum of three years of experience providing administrative support
- Minimum of one year of experience working with Indigenous families or communities



MINIMUM REQUIRED COMPETENCIES

- Indigenous Knowledge: working knowledge or willingness to learn nłeʔkepmx and syilx culture and language; sensitivity to the historical and systemic impacts on Indigenous families and communities from intergenerational trauma due to colonialism, residential school history, the sixties scoop, and association with the child welfare system
 - Critical Thinking: analytical, methodical, fact-based decision-making, creative problem solving, and considers different perspectives
 - Communication: professional business writing, clear and confident communication with a variety of audiences
 - Motivation: self-motivated, can motivate others effectively, high productivity
 - Time Management: organized, prioritizes tasks, manages deadlines, delegates responsibilities, and coordinates simultaneous tasks to accomplish goals
 - Conflict Resolution: anticipates, diffuses, and resolves disagreements, confrontations, tensions, and complaints; fosters a positive and cohesive work environment
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APPLY NOW

- Apply now on our partner website info@hwest.ca attention JT
- Attach your cover letter and reume
- We thank all candidates for their interest, but only those selected for screening will be contacted