

## GENERAL INFORMATION

<b>Title:</b>	Family Support Coordinator	<b>Classification:</b>	15 hours/week Remote/Home based position – location (Nanaimo)
<b>Reports to:</b>	Family Support and Projects Manager	<b>Reports:</b>	n/a

## POSITION SUMMARY & PURPOSE

The Family Support Coordinator is the primary FSI contact for families, FSI's volunteer peer mentor families, and members of the community seeking information, support, and referral. In addition to overall family support and volunteer engagement / connection, the Family Support Coordinator is also responsible for: staying apprised of all relevant supports and services available to families in BC; working in partnership with other FSI staff on training opportunities offered by FSI; attending meetings and committees as an FSI representative; and compiling/ distributing resources to the volunteer network.

## RESPONSIBILITIES

### Information & Referral

- Responds to incoming requests for support and information from families and other community members and records the requests in the FSI database, smart sheets and I-drive
- Circulates appropriate information and materials upon request to families, professionals, and organizations
- Refers parents, family members and professionals to appropriate FSI volunteers, agencies or service providers
- Maintains open communication to the provincial volunteer network and ensures training and support needs are being communicated and responded to

### RP Network (Volunteers)

- Refers families and others seeking information and support to FSI volunteer parents/family members
- Ensures our RP network is current, relevant, and continuously growing and evolving (working with other FSI staff such as our Regional Network Coordinators in Communities)
- Ensures our directory of volunteers is current and held online for the network to access collectively, while adhering to all Privacy laws
- Participates on local and provincial committees to represent the interests of families and FSI
- Shares information to volunteers individually and in group emails
- Ensures the volunteer support calls are entered in the database

### Workshops/Training Weekend

- Assists the FSI Training Coordinator in coordinating the delivery of workshops and annual training conference for FSI
- Acts as a workshop presenter for FSI when RP workshop facilitators are not available or in other situations where appropriate
- Attends the Training Weekend and assists as required

### **External Relations**

- Stays current on issues of concern for families, and relevant supports are available to offer support, guidance, and resources for families in BC
- Obtains and maintains knowledge in disability supports in BC to effectively refer families to these supports and services in their communities
- Establishes positive and effective working relationships with families, community groups, funders, volunteers, and other stakeholders

### **Other Duties**

- Carries out other related duties as required

## **REQUIRED QUALIFICATIONS**

### **Education, Training and Experience**

- Certificate or diploma in a discipline relevant to supporting families with a family member with a disability, or equivalent experience
- Two to three years' relevant volunteer or work experience in the disability sector
- Demonstrated understanding and knowledge of the disability sector, including but not limited to, services, and supports for children, youth and adults with a disability and their families, funding sources, provincial and local initiatives

### **Knowledge, Skills and Abilities**

- Demonstrated understanding of and commitment to FSI's vision, mission, and beliefs
- Extensive knowledge of supports services and resources for families of a child with a disability (any age, any disability, provincial level knowledge) or complimentary skill set
- Overall diplomacy including polished and professional oral, written, and interpersonal communication skills
- Ability to deal with sensitive issues in a tactful and respectful manner
- Well-developed planning, organization, time management, and problem-solving skills
- Self-starter, able to work independently and collaborate effectively

## **PREFERRED QUALIFICATIONS/EXPERIENCE**

It is preferred that the candidate be a parent, guardian, or family member of an individual with a disability

## **WORKING CONDITIONS**

This position must be flexible in terms of daily/weekly work hours (extended or varying), with tasks often being of a sensitive, urgent and/or time-sensitive nature.

*This position description outlines the key responsibilities for the role and is not meant to be exhaustive. The activities, responsibilities and obligations of this position may be modified from time to time, through discussion between the Executive Director and the team member in order to effectively meet the requirements of Family Support Institute of BC.*