Family Support Program Assistant

Do you want to use your administrative skills to make a difference in the lives of adoptive and permanency families and help children, youth, and families to thrive? Would you like to work with a friendly and diverse team of colleagues dedicated to finding permanency for children and youth and supporting families? If you answered yes, we'd like to talk to you!

About AFABC

For over 45 years, the Adoptive Families Association of British Columbia (AFABC) has provided ground-breaking programs for families, children, and youth. We are the home of AgedOut.com, the ground-breaking website used by thousands of young people aging out of government care and navigating early adulthood in BC. AgedOut.com provides the nucleus for Youth Programs at AFABC, which include life skills programming, educational bursaries, and community outreach to other youth-serving organizations.

AFABC also helps find families for children and youth in BC who are waiting for a permanent home. We provide education, support, and connection for BC's adoption and permanency community, which includes prospective and waiting adoptive parents, adoptive families, and families providing other forms of love and stability—such as guardianship, relatives raising relatives, and Indigenous customary forms of care.

AFABC is in an exciting period of transformation, implementing a bold strategic plan to align with significant changes in the world of adoption and child welfare. In the year ahead, we'll launch a new name, brand, and website that will serve our expanding audience, enable us to work in greater harmony with Indigenous peoples, and support increased fundraising to fuel our work.

Position Summary

This position would suit someone early in their career who is interested in using their administrative skills to contribute to meaningful work in a non-profit organization. The Program Assistant provides administrative support to the Permanency and Family Support teams. AFABC family support activities are delivered throughout the province, primarily using digital methods and online platforms. Supports are focused on supporting adoptive and permanency families, as well as community development and capacity building for community organizations. Permanency activities focus on finding potential families for specific children and youth to help them move more quickly out of government care and into adoptive families.

This is a permanent, full-time position - 35 hours/week with a competitive salary. This position will report to the Family Support Specialist. It will be home-based, but the candidate should live in the Lower Mainland of British Columbia and be willing to travel and attend in-office meetings.

AFABC works in close partnership with the Ministry for Children and Family Development and has been providing services for youth in and from care for several years. Looking ahead, AFABC will develop more partnerships with indigenous-led organizations, community groups, service providers, and funders to provide a broader array of services to vulnerable young people and their families in B.C.

Major Duties and Responsibilities

- Provide day-to-day administrative support to the Permanency and Family Support departments.
- Provide information and resources to individuals and families at all stages of adoption and permanency via email, phone, and online Chat.
- Monitor and update social media, including Facebook groups.
- Data collection, entry, and management of the client database (CRM).
- Coordinate meetings and events, liaising with clients, government and community partners as needed.
- Provide administrative support to monitor and evaluate services, events, and other activities.
- Provide administrative support to monitor ongoing and new issues to identify trends to inform service planning, reporting, and other operational needs.
- Participate in organizational development activities such as accreditation and committee work as required.
- Support cross-program work with other AFABC departments on community engagement activities and resource development.
- Monitor and update the administrative and reporting cycle of the Departments, ensuring that deliverables and timelines are flagged.
- Other duties as required.

Minimum Qualifications and Skills

Role Specific

- A certificate in office or business administration or similar qualifications.
- 1 to 2 years of experience in administrative work.
- Experience coaching/counselling adults, with the ability to provide support with a high degree of emotional intelligence and empathy while maintaining professional boundaries.
- Excellent written, verbal, and online communication skills.
- Strong interpersonal and communication skills with the ability to maintain effective working relationships with all levels of staff and clientele.
- Ability to create and cultivate external relationships on behalf of the organization.
- Connection to the Indigenous community is an asset.

General

- Strong working knowledge of MS Office suite, social media, and other online platforms
- Ability to effectively utilize and adapt to new technologies.
- High degree of professionalism and commitment to ongoing professional development
- Ability to handle multiple projects and prioritize work under time constraints and tight deadlines.
- Ability to take initiative and work independently as well as collaboratively with colleagues and external partners.
- Ability to meet departmental contract deliverables and goals efficiently and effectively.
- Familiarity with non-profit, registered charity work involving internal and external stakeholders is an asset.

The Family Support Program Assistant will work primarily from a home office, with some regular attendance at AFABC's Lower Mainland office. The salary range is $43,000 to 48,000, depending on qualifications. AFABC's benefits include a home office allowance, a comprehensive benefits package

(AFABC pays 100% of premiums), an RRSP matching program, three weeks of annual vacation, and support for ongoing professional development.

AFABC is an equal-opportunity employer. We are committed to creating an environment that embraces and welcomes individuals' uniqueness by valuing and respecting their talents, skills, and abilities to benefit the collective whole. We recruit, employ, train, compensate, and promote regardless of race, religion, colour, place of origin, sex, sexual orientation, disability, age, and other protected grounds under the Human Rights Code. At AFABC, all qualified applicants will receive consideration for employment.

Our head office is located on the ancestral, unceded lands of the səl̓ilw̓ ətaʔɬ (Tsleil-Waututh), Sḵwx̱wú7mesh Úxwumixw (Squamish), and xʷməθkʷəy̓ əm (Musqueam) Nations. AFABC is committed to listening, learning, and participating in reconciliation.

To apply, please send your resume and cover letter to hiringcommittee@bcadoption.com, attention: Correen Coons.