



POSITION DESCRIPTION

POSITION TITLE: Outreach and Service Connector - Metro Vancouver

This new position will help connect members, people with new injuries and other referred peers and family members to SCI BC and its services through a personal welcome call and regular phone-based follow up. Through these calls, this role will help identify their interests and needs, and connect them to relevant SCI BC and/or external services, information, and resources.

Location: Remote work from home or from our head office, with periodic work on site at GF Strong Rehab Centre, Vancouver.

REPORTING RELATIONSHIPS

Reports To: Associate Director, Service Delivery

Works Closely With: Provincial Peer Coordinator Program Manager, Peer Coaching and Outreach Manager, Peer Mentor Program Manager, Infoline Service Lead, Peer Support Specialist – Metro Vancouver

REPORTING RELATIONSHIPS

Works Externally With: People living with spinal cord injuries and similar physical disabilities and their families; community support organizations around BC.

CORE RESPONSIBILITIES

1. Provide outreach, connection and follow-up to help new peers & members find a meaningful connection with SCI BC and related community services.

- Conduct individual outreach by phone or other means to new peers & family, new members, and others referred internally to assess needs, interests and concerns.
- Receive referrals for outreach and service navigation from regional peer coordinators, Infoline and other SCI BC staff and partner organizations.
- Identify and offer opportunities for the individual to connect to peer support and/or information services that best fit their needs (i.e., activities, meetups, 1:1 matches, ReachOut online sessions, coaching and/or relevant community resources).
- Conduct regular follow up relevant to each population to encourage connection and support.

2. Provide regular ReachOut and emergency calls to peer members:

- Provide support and information to current peer members through bi-annual calls to reconnect them with SCI BC.
- Clarify with members and update their information in our member database.
- Coordinate outreach from SCI BC via text, phone and email during climate related weather or emergency events.

3. Provide follow up and service navigation to SCI peers at GF Strong Rehab Centre

The Community Connector will support people with SCI and their families to find peer support and resources at GF Strong and in their home communities by:

- Educating peers/families about SCI BC and the follow-up they will receive.
- Connecting peers and clinicians to SCI BC's peer support and information services
- Providing coverage during staff leaves or absences in the SCI Resource Centre office to help maintain consistent resource centre hours.

4. Maintain familiarity with SCI BC activities and related community organizations or services in BC to:

- Help determine what SCI BC services and/or resources are relevant in supporting interests and needs
- Communicate SCI BC's work and its impact
- Promptly and professionally communicate with peers/members, family members, colleagues and community partners.
- Assist with coverage on Infoline service when needed.
- Share information and resources learned for the development of the SCI Information Database or other aspects of Information Services.

5. Program reporting, evaluation, and development

- Document Connector, ReachOut and Climate Resilience activities and outcomes promptly in the appropriate reports.
- Update member database with new information resulting from Connector, ReachOut and other forms of follow-up.
- Contribute to the development of the Community Connector role and processes.

6. Other Duties:

This role will from time to time help support SCI BC communications, reporting and fund development activities. In addition, the role will support research activities undertaken by SCI BC in partnership with academic partners.

QUALIFICATIONS

SKILLS:

- Be living with a physical disability and confidently adapted
- Strong verbal and written communication skills
- Ability to create a rapport by phone
- Positive and supportive people skills
- Knowledge of services for people with SCI and physical disabilities
- Knowledge of SCI BC and partner agency programs and services
- Problem-solving
- Workflow and process coordination
- Efficient remote work and time management
- Attention to detail
- Fluency in Microsoft 365 and Sharepoint, and internet search skills
- Experience with cloud-based CRM or database systems.

- EDUCATION:** High school graduation or equivalent diploma required.
Relevant university degree or diploma an asset.
- EXPERIENCE:** Personal experience with, and/or understanding of physical disability
Experience with the SCI BC Peer Support Program or a similar program elsewhere.
Experience providing customer service or support by phone.

REQUIREMENTS:

- Reliable transportation and ability to work from GF Strong Rehab Centre at minimum 3 days a month.
- Completion of a satisfactory criminal record check to work with vulnerable children and adults under the Criminal Records Review Program upon hiring and every 5 years.

PHYSICAL AND MENTAL DEMANDS

- Frequent:** Typical office and/or work from home conditions
- Occasional:** Work in a hospital environment, subject to Vancouver Coastal Health policies.
In person public events or activities.

JOB ENVIRONMENT

- Working Conditions:** Standard office or comparable setting. Working from home may be an option.

- Hours per week:** This role is offered at a mutually agreed upon and consistent schedule from 22.5 – 37.5 hrs/week, determined at hiring based on candidate fit, preference, and program objectives.

- Unusual hours:** Occasional weekend and weeknights

Spinal Cord Injury BC strives to ensure equal employment opportunities to all qualified candidates, without regard to race, colour, religion, national origin, sex, age, disability, veteran status or any other legally protected basis. Spinal Cord Injury BC complies with all applicable laws, rules and regulations in the performance of Canadian Labour Codes and the BC Employment Standards.

SCI BC acknowledges that our provincial work takes place on the territories of Indigenous peoples who have lived on and cared for the land for time immemorial. SCI BC's head office and GF Strong SCI resource centre are located on the traditional and ancestral territory of the Coast Salish peoples – the x̱məθkwəy̓əm (Musqueam), Skwxwú7mesh (Squamish) and Sálwətaʔ/Selilwitulh (Tsleil-Waututh), and lək̓ʷəŋən (Lekwungen) First Nations. Our Prince George regional office is on the traditional and ancestral territory of the Lheidli T'enneh Nation.