**Exciting Job Opportunity with North Coast Community Services**

**Job Title:** Intake Coordinator **Location:** Prince Rupert

(Pending Classification Evaluation)

**Salary**: $27.54/hr to $31.61/hr **Start date:** As soon as possible

**Terms:**  Permanent Full Time **Hours:** Monday - Friday, 7 hours per day

35 hours per week (flexibility to meet client needs)

**Benefits:** This is a unionized position with salary and benefits subject to the requirements of the [BC Government Employees Union](https://www.bcgeu.ca/)’s Collective Agreement. This position requires union membership.

**Posted:** June 5, 2025; open until filled

**THE OPPORTUNITY:** The [**North Coast Community Services Society**](https://nccspr.ca/) **(NCCS)** has a position available for an **Intake Coordinator** in the incredible community of Prince Rupert where adventure abounds. A port city on British Columbia’s northwest coast, the [City of Prince Rupert](https://www.princerupert.ca/) offers unparalleled access to [outdoor adventure, epic fishing, wildlife viewing plus rich local culture](https://britishcolumbia.com/plan-your-trip/regions-and-towns/northern-bc-and-haida-gwaii/prince-rupert/organization/Bluewater+Adventures/). Explore the uniqueness of the [Metlakatla Wilderness Trail](https://metlakatlatrail.wordpress.com/) and the many other [Hiking](https://www.alltrails.com/canada/british-columbia/prince-rupert?ref=result-card), [Paddling](https://www.tripadvisor.ca/Attractions-g154939-Activities-c61-t191-Prince_Rupert_British_Columbia.html) , and [Skiing](https://mymountaincoop.ca/) options in the region. Immerse in the rich natural and cultural heritage of the [Northwest Coast](https://www.museumofnorthernbc.com/). Take advantage of access to [Vancouver Island](https://vancouverisland.travel/), [Haida Gwaii](https://gohaidagwaii.ca/), and the [Central Coast](https://lovenorthernbc.com/community/central-coast/) with [BC Ferries](https://www.bcferries.com/).

**THE JOB:** NCCS offers a variety of programs and services to children, youth, and families in Prince Rupert and the wider geographic area that includes Haida Gwaii. As a member of a multi-disciplinary service delivery team, under the supervision of the Developmental Services – Team Lead, the Intake Coordinator provides intake and service coordination functions for parents / caregivers and their children or youth with support needs, who are accessing services through the FCC.

**THE CANDIDATE:** NCCS is looking for an individual who holds the fundamental belief that each individual matters and embraces the need to demonstrate compassion while consistently maintaining professional boundaries with employees, clients, community partners, and other stakeholders. As a

member of an energetic team whose mandate is to provide quality assessment and intervention services using culturally inclusive and trauma informed practices, the successful candidate will bring humanity, support, and guidance to families in need, as well as a vision of the future that will address complex community needs, including the use of remote service delivery technologies.

**Expectations & Potential Duties**

Intake Coordinators will provide individualized service planning support for families, to address identified needs and coordinate access to FCC services:

* Conduct brief screening and assessments to identify the specific service needs of each child, youth and/or family.
* Provide information regarding child development, available services within the FCC, and other available resources in the community.
* Connect the child, youth or family and support the transition between relevant FCC services.
* Provide needs-based screening as part of the intake process.
* Assist families as needed with appointment reminders and coordination of services, needs identification, and advocacy.
* Provides parenting skill building to clients on issues such as parent-child interaction, child development, discipline and guidance, and behaviour management.
* Remain connected with regular individual meetings as the family’s consistent point of contact throughout their service.
* Support families with the removal of barriers to services by building networks amongst community service providers, organizations, and/or other resources to provide application assistance and information to families to navigate available supports.

**Other responsibilities include**

* Build relationships and connections within the community to improve service integration.
* Participates in competency-based professional development applicable to the position.
* Attends all required and relevant FCC and staff meetings, and Case Conferences.

**NCCS requires a motivated individual with the following qualifications:**

* Early Childhood Education Certificate.
* Two years of work experience in child development including experience with community-based or multi-disciplinary services.
* Equivalent combination of education, training and experience may be considered.
* Current approved first aid certificate.
* Knowledge of the communities served by the family connections centre.
* Demonstrated ability to use a cultural safety framework.

**Core Competencies include:**

* Ability to maintain the confidentiality of highly sensitive information
* Demonstrate excellent interpersonal and verbal / written communication skills.
* Be detail-oriented, organized, and efficient.
* Be skilled at managing multiple concurrent projects, assignments and tasks requested from multiple sources.
* Ability to learn and apply multiple complex IT platforms to manage your casework.
* Sound computer skills, must be proficient in Excel, Word, and Outlook
* Strong Interpersonal skills to work with people of all ages and cultural backgrounds
* High level of initiative and adaptability to rapidly changing demands
* Ability to work independently and as part of a team in a dynamic, fast-paced environment

**Other Requirements:**

* Clear Criminal Record Review Early Childhood Education Certificate

***Submit cover letter and resume to*** [***recruitment@nccspr.ca***](mailto:recruitment@nccspr.ca)

*NCCS is committed to Employment Equality and encouragin applications from qualified candidates.*

***Only short-listed candidates will be contacted.***