

**BC211 Team Lead Vacancy - January 2012**  
**Full-time Permanent**

**Location:** Downtown Vancouver

**BC211**

BC211 is a non-profit organization providing professional information and referral to community, government and social services. We operate help lines including 211 for the Lower Mainland as well as the following provincial lines; VictimLink BC, Alcohol & Drug Information and Referral Service, Problem Gambling Help Line and the Youth Against Violence Line.

We are located in the Woodward's Heritage building in a newly renovated and upgraded space in downtown Vancouver.

**Vision:** To strengthen communities by connecting people with the help they need.

**Purpose:** To provide access to community, government and social services through quality information and referral.

**Values:** Service – We work as a community to serve community  
Integrity – We serve clients with respect  
Innovation – We seek solutions for tomorrow

**Job Summary**

Reporting to the Manager of Information and Referral Services, Team Leads are accountable for the daily operation and oversight of the Information and Referral Department where calls are received on a number of speciality help lines. Daily supervision of the Information and Referral team which includes the assignment of work, ongoing coaching and mentoring, scheduling, record keeping, training and performing the duties of an Information and Referral Specialist are required. Team Leads also represent BC211 at community events.

This unionized position requires a person who at their core likes to enhance and build positive work places. At BC211, we complete leadership surveys twice yearly, we have an open and positive relationship with our staff and we strive to be a great place to work.

**Education and Experience**

- Supervisory and coaching experience
- Must hold or attain Certified Information and Referral Specialist (CIRS) status
- Ability to work independently, set priorities, and effectively allocate time and resources
- Experience in one or more areas of addiction, victim services, or crisis counselling
- Excellent oral and written communication skills, excellent presentation skills
- Excellent computer skills and knowledge of standard office practices
- Comprehensive knowledge of the human services in Metro Vancouver and the province of BC
- Two (2) years recent related experience or an equivalent combination of education, training and experience
- Diploma in a related human / social service related field

**Salary:** Social Service Sector Collective Agreement Grid Level 13, commensurate with experience including benefits

**Application Process**

If you are a person who is seeking a multifaceted role in a dynamic organization where your priority is supporting a team of people dedicated to providing exception information and referral services to the community, BC211 may be a fit for you. If you would value being a part of an organization with a wonderful team of dedicated people who make a difference each day because of what they do, you are invited to send an email including your resume and cover letter to [teamleadvacancy@bc211.ca](mailto:teamleadvacancy@bc211.ca). We thank all applicants for their interest in BC211. Only those applicants who will be interviewed will be contacted.

**Closing Date:** Applications will be accepted until the position is filled.