



Manager, Peer Support Program

BC's Integrated Child & Youth Teams (ICY teams)

Full Time Position

For 20 years, FamilySmart has been working in B.C. to enhance the quality and experiences of services, support and information families receive when seeking help for their child, youth or young adult with mental health challenges. We help children and young people by helping their family and other caring adults. We know children and young people do better when the adults who care about them are supported.

Position Summary

We are looking for a Manager to join our Programs team to co-lead our Peer Support staff team and program. This management position is focused on leading and supporting FamilySmart Parent Peer Support Workers working on BC's Integrated Child & Youth teams (ICY teams). The ICY teams are part of A Pathway to Hope – the provincial strategy for improved mental health and substance use care in B.C. The ICY teams bring services together in a multidisciplinary team setting. The teams make it easier for children, youth and their families to connect to the care they need, where and when they need it – at school and in the community.

Our Peer Support Program and team is FamilySmart's front-line service offering, employing parents and young people with lived experience across B.C. and Alberta, and growing. The Manager of the Peer Support Program knows how to lead and support a team and knows how to contribute to the organization, staff and our partners as a leader. Our staff make a difference every day in the lives of young people and families struggling with child and youth mental health and/or substance use challenges. The Manager of the Peer Support Program understands this and ensures the program staff are trained and supported to work well with both families and other members of the ICY team. In every interaction, the Manager is committed to and demonstrates our Together-Centred approach. We know that relationships matter and it is essential that the manager and the team they lead are intentionally collaborative with our partners. This helps us ensure that young people and their families get both the clinical and peer support they need, and deserve.

What You'll Do at Our Organization

- Reporting to the Director, FamilySmart Programs and Services, you will co-manage the Peer Support Program, and lead our team of Parents Peer Support Workers on BC's ICY teams.
- Enhance the practice and capacity of Parent Peer Support Workers to provide quality services and promote Working Well Together Practice.



- Collaborate with the ICY leadership team to oversee, coordinate and manage our peer support staff and work on the teams.
- Supervise and manage Parent Peer Support Workers working on ICY teams. This includes performance management and conducting performance reviews for ongoing development of our Peer Support Workers.
- Identify learning and development needs of the Peer Support team and support the delivery and/or implementation of learning opportunities.
- Work with the Director, Human Resources, to recruit, orient and train new Peer Support Workers.
- Lead weekly and monthly team meetings.
- Complete required reporting.
- Recognize the boundaries of responsibility within roles and their relationship within the organizational structure and have an ability to identify issues to be brought forward to the leadership team.

Things We'll Love about You

- You understand and respect the unique value a person with lived experience brings to this work and you work to ensure they have all of the support and tools they need to come alongside other families in a way that is good for them, and for others.
- You go the extra mile in building and leading teams so members feel connected to each other and to the organization.
- You excel at building relationships.
- You respect and value the diversity of individuals, cultures and communities.
- You are passionate about meeting people where they are at and helping to make them feel seen, heard and understood.
- You are organized and you are known as a hard worker.
- You understand and value reporting structures and their purpose and work within those.
- You are able to raise concerns and/or suggestions in a way that enables greater outcomes.
- As a leader of a team, you know the importance of managing performance of staff and helping to identify and support the provision of knowledge and/or skills needed for them to perform well in their roles.
- You have the ability to work independently, to manage your own work schedule, check in to ask questions, report progress and can meet deadlines.
- Your communication skills and your written English skills are above average.
- You have the ability to work independently from a home office, and/or work from the FamilySmart office in Burnaby. Some travel within BC may occasionally be required.
- You have demonstrated a high degree of initiative, sound judgment, excellent decision-making and problem-solving abilities.



- You are detail oriented and have the ability to gather and process information to support the organization and its team members in meeting the needs of young people and families.
- You have an awareness and adherence to code of ethics and confidentiality.
- You have the ability to work as a team and be flexible with changing priorities.

Experience and Education

Experience

- 5 + years experience in a key leadership role managing a team
- Working in or familiarity of a not-for-profit organization

Education

- Bachelor's degree

Compensation

Full time salaried position with annual salary and benefits commensurate with experience and qualifications

How to Apply

Please send resume and cover letter to Robin Brown at careers@FamilySmart.ca,
Subject line: Manager, Peer Support Program

*Please note that the assessment of applicants will be made on an ongoing basis and continue until a hire is made. We thank all applicants, however, only those selected for an interview will be contacted.

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