



Cowichan Lake Community Services Society

P.O. Box 670, Lake Cowichan, B.C. V0R 2G0
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PROGRAM SUPPORT WORKER

Status: Part-time, Temporary

Hours: 8-12 hours/week

Hourly Wage: \$20/hour

Start Date: As soon as possible

Reports to: Executive Director

Organizational Overview

Cowichan Lake Community Services is a non-profit society providing programs and facilities to the people of the Cowichan Lake area. Its mission is to enhance and support the quality of life for all Cowichan Lake area residents. This is done through a variety of programs including counselling and support programs, social development programs, and a multitude of therapeutic recreation programs.

Job Summary

The successful candidate will be responsible for assisting staff at Cowichan Lake Community Services with the delivery of a variety of programs, primarily within child & youth services.

This position will involve the planning and facilitation of group-based support services for children and youth, both on-site and within the schools, with a focus on building therapeutic relationships and ongoing skill development. One-on-one support for individuals may be required and will be delegated by members of the child, youth and family counselling team.

This position may also require the individual to perform front of house reception duties, create original content for the organization's social media platforms, and support community members utilizing our computer resource room.

This is contract-based position that is expected to be reviewed on or before March 31st, 2025, as long as organizational needs require and funding remains in place.

Qualifications

Education

- A diploma in child & youth service, social services, or a related field **OR** current enrollment in post-secondary education in a related field with 1-2 years of previous work in a similar environment.
- First aid training with CPR "C" is preferred, but not required.

- Direct program delivery experience in the community social services sector with a demonstrated working knowledge of community-based programs and related provincial and community support systems is preferred.

Knowledge, Skills, & Abilities

- The successful candidate is enthusiastic, energetic and enjoys working with others.
- Recent experience in customer service or administration/reception.
- The successful candidate also possesses effective organizational skills and the ability to:
 - Establish and maintain effective working relationships with other staff and the general public.
 - Communicate effectively both verbally and in writing when communicating with fellow staff, and members of the community.
 - Work independently as well as a member of a team.
 - Operate basic computer programs such as Microsoft Office (Word, Outlook, and Excel). Familiarity with the Canva graphic design platform would be considered an asset.

Additional Information

- This position may involve working in a stressful environment, often dealing with clients in crisis situations. The Program Support Worker may be required to work outside normal office hours, depending upon availability of the client. They may also need to work outside the office, e.g. in a client's home or in a school.

How To Apply

- Candidates may submit a copy of their cover letter and resume to **Jocelyn Lundberg**:
 - In-person at Cowichan Lake Community Services (121 Point Ideal Drive, Lake Cowichan)
 - Via e-mail at jocelyn@comserv.org