



## Child and Youth Advocacy Centre (CYAC) Advocate

### Internal/External Job Posting

Encompass Support Services Society is an accredited, non-profit agency that provides a wide range of programs and support services in Langley and Aldergrove for over 25 years. We help to build strong, sustainable communities by offering inclusive, accessible services tailored to meet the changing needs of the individuals and community we serve.

At Encompass, we are committed to a journey towards cultural humility and safety; for the well-being of those we serve and those, we work along-side. We gratefully acknowledge that the programs, services and offices of Encompass are on the unceded, sovereign Indigenous lands of the Coast Salish People. This includes the territories of Kwantlen, Katzie, Matsqui and Semiahmoo First Nations. We also acknowledge the diverse First Nations, Inuit and Métis people who make Langley their home.

Our purpose is to strengthen the health and vitality of community by identifying and responding to community needs, collaborating to enhance the lives of those we serve, while cultivating effective and sustainable partnerships.

Our vision is to empower individuals, to connect people, and to enrich lives. We value Integrity, Inclusion, Collaboration, and Community.

Our programs and supports are designed to build new skills, to foster healthy, productive lifestyles and to improve access to services within our community. Services are low-barrier, all-inclusive and at no cost to participants. Annually, we provide services to over 2500 individuals and families.

### The Opportunity

We are currently looking for self-directed, engaging, energetic Full-Time CYAC Advocate to join our growing team. The Langley CYAC Advocate provides trauma-informed and culturally safe care to children and youth who have experienced abuse as well as their family members and supporters. This position is often the first point of contact for families into the CYAC and provides continuity of support for as long as needed.

<b>JOB POSTING:</b>	2026-0200 CYAC Advocate
<b>DATE:</b>	March 27, 2026
<b>POSITION:</b>	Child and Youth Advocacy Centre Advocate
<b>HOURS OF WORK:</b>	Permanent, Full-time 37.5 Hours per week; flexible work schedule required
<b>SALARY RANGE:</b>	CSSEA Wage Grid 13: \$31.77 - \$35.29 Hourly (depending on education and experience)
<b>BENEFITS:</b>	Extended health, dental, vision care, Group TFSA/RSP
<b>VACATION:</b>	As per ESS policies
<b>START DATE:</b>	ASAP
<b>CLOSING DATE:</b>	This posting will remain open until the position is filled

### Some Key Duties and Responsibilities

- Participant Service
  - Orients children, youth and families to the Centre, the model and the multi-disciplinary team/circle of care.
  - Provides individual support to participants, providing advocacy, accompaniment and referrals to community services as required.
  - Develops written safety plans and critical incident reports, as needed, with the participants to manage safety and reduce the risk of further victimization by assessing, identifying, and addressing the participant's immediate and emergency physical and emotional safety needs.
  - Oversees case management plans for participants involved in the Circle of Care and case review process.
  - Acts as a connector between the child/youth and their supporters and health services, RCMP, child protection, cultural supports, victim services, and other support programs to ensure each participant receives quality, trauma-informed services.
- Program Administration
  - Provides orientation and guidance to partners on Langley CYAC facilities and protocols.
  - Oversees the use and functionality of the client database program. Ensures that accurate program and client records are maintained and that confidentiality is a priority. Ensures that all pertinent documentation is complete and in accordance with organizational policies and procedures.
  - Ensures program statistics and reports are completed and accurate.

- Works with Centre staff and partners to collect program evaluation data and prepare databases for external evaluator.
- Responsible for coordinating case reviews with multi-disciplinary team members (the Circle of Care), including related documentation. Leads the team to formulate an action plan and tracks the implementation of that plan, working through conflict resolution as needed.
- Performs other related duties as required.

**Qualifications:****1. Education and Training**

- Bachelor's degree in human/social services or related field.

**2. Knowledge and Experience**

- Two (2) years direct service delivery experience in the community social services sector, or an equivalent combination of education, training and experience.
- Experience working with children and youth, preferably specific to work in the anti-violence sector.
- Experience working with vulnerable children, youth and families.
- Experience with Mental Health Training, Sexual Abuse and Trauma Training, Depression/Suicide/Co-occurring Disorder Training.
- Ongoing demonstrated commitment to Reconciliation and anti-oppressive practice.
- Experience with multi-disciplinary teams an asset.
- Understanding of and passion for supporting children, youth and their families.
- Genuine commitment to service integration and improving service experiences for children youth and their families.
- Asset: Should the Advocate take on Handler responsibilities for the Facility Dog:
  - Attend Facility Dog training centre for handler training as required. Take part in re-certification training and testing as required.
  - Adhere to proper handling of the facility dog, particularly during interactions with children, youth and families, as well as staff/partners.
  - Receive training on and oversee implementation of proper procedures, commands and courtroom decorum for facility dogs.

**3. Skills and Abilities**

- Excellent verbal and written communication skills.
- Effective problem-solving, conflict resolution and crisis intervention skills.
- Ability to provide caring, empathetic support and guidance.
- Ability to be flexible, resourceful and possesses good time management and organization skills.
- Demonstrated knowledge of relevant Acts, pertinent regulations, policy, procedures and other statutory and certification requirements (such as the Mental Health Act; Child, Family and Community Service Act; Bill c-92; the Infants Act; and Freedom of Information and Protection of Privacy Act).
- Effective listening and consensus building skills that promote communication and a cooperative approach to problem solving and decision making.

**4. Other Information**

- Program delivery activities may require a moderate level of physical fitness to effectively carry out duties of the position.
- This position requires a very high level of motivation towards the position and to be a good role model to other employees and partners.
- This position may require working outside of regular office hours, such as evenings and weekends, depending on the needs of the program.
- Must possess a valid BC Class 5 Drivers' license, have a reliable vehicle, Business Insurance and acceptable drivers abstract. (mileage paid for work use)
- Police Information check including vulnerable sector check.
- Current Emergency First Aid.



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At Encompass Support Services Society, we have prioritized equity, diversity, and inclusion. We strive to embed these principles in our programs and services and in fostering an environment of dignity, respect, and belonging. We encourage applications from persons with historical and/or current barriers to equity, who will work respectfully within our inclusive organization and diverse community.

***In lieu of a resume and cover letter, applicants are welcomed to submit a video application. Please email your video at [hr@encompass-supports.com](mailto:hr@encompass-supports.com) and include the following information:***

- *Introduction and educational background:* Introduce yourself and provide a brief overview of your educational background and why you're applying for the role.
- *Work experience:* Please describe your previous/current role and responsibilities and how it is relevant to this position
- *Skills and Abilities:* What specific skills or strengths do you bring to this role?
- Do you have a valid class 5 driver's license and use of a reliable vehicle