

N'QUATQUA

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Posted: October 20th 2025

Job Description:	Elder Support Worker
Reports to:	Community Services Team Lead
Department:	Community Services
Wage Range:	\$28.00
Position Type:	Full-Time
Duration:	Permanent
Latest version:	October 9, 2025

DEPARTMENT VISION: Empowering N'Quatquamech to walk softly together, to protect and blanket our babies, parents, grandparents, and ancestors with love and healing and build a safe and healthy community.

JOB SUMMARY

Working as part of an amazing and dedicated team that is committed to community wellbeing, this position delivers cultural programming, supports language revitalization and primarily works with N'Quatqua Elders & Seniors in accessing services and supports.

The Elder Support Worker will maintain positive relationships with local Elders and Seniors and all other N'Quatqua departments and partner agencies; will support Elder Advisory meetings, gatherings and luncheons; lead the Elder & Seniors Phone Chain; develop regular programming working with community partners and facilitators; maintain contact lists and track daily statistics. This role assists in building strong relationships and partnerships to meet needs of Elders and bridges the connection across generations to support community wellbeing, connectedness and healthy and safe outcomes for children, young people and families.

Elder Support Worker duties include but are not limited to:

- Maintains strong relationships with local Elders and Seniors and support Elder advisory and assist in building strong relationships and partnerships to meet needs of Elders.
- Builds strong relationships and partnerships with community workers and professionals within N'Quatqua, local Indigenous agencies and First Nations in the area, and local services in the health, education and social sector who support Indigenous Elders & Seniors.
- Provide opportunities for Elders, children, families and the community to enhance their knowledge of their culture and language.
- Focus on the First Nations cultures and languages of the Elders in the program.
- Apply N'Quatqua cultural values and beliefs to all aspects of daily programming, program governance and administration.
- Support Elders, cultural teachers and traditional people, in the teaching of and caring for children and community.
- Program planning: maintain monthly program calendars, event posters, booking spaces, calendar invites, vehicle bookings, and catering.
- Develop responsive monthly programs working with community partners and facilitators.
- Maintain contact lists and track daily statistics.
- Provides one on one support for Elders & Seniors by appointment and referrals, in-home and to accompany to other service agencies or appointments.
- Adhere to the vision, philosophy, mandate, and program goals; adapt and adjust these over time through meaningful community and Elder input.

As a member of the N'Quatqua team, job duties include the following:

- Work as a team player with the team staff and all departments; works collaboratively within a multi-disciplinary team and network with other resources to promote holistic health and wellness within the family system and environment.
- Maintains confidentiality
- Documents and reports activity in alignment with N'Quatqua practices and supports internal and external reporting as required.
- Attends relevant professional training and meetings when presented.
- Participate in staff development, staff meetings and department meetings as required.
- Participate in data collection and evaluation tasks as requested.
- Adhere to N'Quatqua and program policies and procedures.

Community Collaboration priorities include but are not limited to:

- Work with and support contract roles and other departments; special projects, community development, youth programming, education and summer employment programs, summer camps and events, etc.
- Will play a key role in community engagement and input into the overarching departmental framework.
- Will participate in informing Chief and Council and colleagues of the expanding needs and opportunities of the program, working together to bring on supports, plan activities and services, contractors and staffing recruitment, future postings, etc.

KNOWLEDGE AND SKILLS

Familiarity and experience in Indigenous Communities

- Understands the breadth and depth of the service delivery landscape as it pertains to services available to Indigenous Elders and Seniors.
- Knowledge of Indigenous culture and practices, experience working with local Indigenous agencies and Nations, knowledge of Traditional Protocols and history of our N'Quatqua people and community.
- In-depth knowledge of the experience of Indigenous peoples in Canada including the ongoing processes of colonization, discrimination, and structural violence, and the effects on the health and wellbeing of Indigenous communities; understanding of the wellness and healing capacities of Indigenous cultural resiliency and resurgence.
- Knowledge and practice of providing community-based services to Indigenous peoples using philosophies of cultural humility and cultural safety.

Communication Skills and Abilities

- Demonstrated skills in report writing and documentation.
- Excellent written communication skills with the ability to independently write reports, presentations, electronic correspondence, and other forms of professional communication.
- Excellent oral, written and interpersonal communication skills.
- Ability to effectively present information and respond to questions from clients and community members.
- Ability to learn new software and host and provide support for online meetings.
- Able to support Elders and Seniors learning basic tech skills.
- Proficiency in Microsoft Office 365 including Word, Excel, and Outlook a requirement.
- Experience and understanding of maintaining a professional role when interacting with the community, conducting research, and when working in an office environment.
- Must be reliable and self-motivated.
- Ability to work independently and be part of an integrated community team and in partnership with a variety of agencies.
- Ability to multi-task while remaining composed and maintaining a professional attitude.
- Provides positive role modeling and practices from a trauma-informed, client centered and decolonial lens.

Leadership Skills and Abilities

- Must be reliable and self-motivated.
- Ability to work independently and be part of an integrated community team and in partnership with a variety of agencies.
- Ability to multi-task while remaining composed and maintaining a professional attitude.
- Provides positive role modeling and practices from a trauma-informed, client centered and decolonial lens.
- Ability to deal with crises and crisis intervention and compassion when Indigenous Elders or families respond to grief and loss.

Program Abilities and Knowledge

- Understands the breadth and depth of the service delivery landscape as it pertains to services available to Indigenous Elders and Seniors.
- Must maintain professional standards and confidentiality with respect to families and work.
- Due to physical requirements of the work, the incumbent must spend a major portion of the Workday standing, walking, and or sitting as well as possible bending or stretching.
- Knowledge and ability to work ethically and maintain professional boundaries when working with vulnerable clients.

QUALIFICATIONS

Education

- A significant combination of education and/or experience related to social work, health care services; and/or education will be considered.
- Certificate or Diploma in related field a basic requirement; degree or formal certification in relevant field an asset.
- Professional development is encouraged and supported as a part of this team if further goals are aligned with the department vision and services.

Work Experience

- Experience working with Indigenous Elders and Seniors

Licenses and/or Certificates

- Valid BC Class 4 or 5 Driver's license
- Clean Driver's record (recent driving abstract to be submitted and renewed annually)
- Valid First Aid
- Food safe certification an asset

Other

- Must provide a clear vulnerable sector criminal record check.
- Must serve as a community role model and make healthy lifestyle choices.
- Planned evenings and weekends may be required for programming and events; events and work-related duties will be carried out in community, in home, in service and programming sites, and on the land.

Please submit resume and cover letter to brittani.smith@nquatqua.ca

Deadline: Monday, November 3rd 2025