

FAMILY SERVICES of the NORTH SHORE

Temporary Positions (2)

October 2025-January 2026

Position:	Christmas Bureau – Client & Volunteer Support Lead
Position #:	25-2208
Reports to:	Director, Community Hub Programs
Locations:	The Community Hub at Capilano Mall
Closing:	Until Filled

The Agency:

Family Services of the North Shore is an accredited not-for-profit, community-based agency committed to making a deep and lasting impact in our community through counselling, support, education, and volunteer programs.

We understand the competing responsibilities of modern life. In every role, we will support both your commitment to our community and the very real need to take care of your family. We also understand that to take care of others, you must first take care of yourself. At Family Services of the North Shore, you can do both. We aim to provide a sustainable model of work-life balance across all our programs and services.

The Program:

Family Services North Shore Christmas Bureau provides holiday hampers, grocery gift cards and toys to low-income North Shore families, seniors, people with disabilities and those living in isolation. Over 700 volunteers and donors come together to care for fellow members of the North Shore community.

Christmas Bureau recipients are matched with donors who prepare a hamper of grocery gift cards & gifts for that family, senior, individual or person with disabilities. Christmas Bureau recipients who are not matched with a donor receive a hamper created by the Christmas Bureau volunteers.

The Job:

Working with the Director, Community Hub programs, this position is primarily responsible for assisting with executing the Christmas Bureau program including set-up, interviewing, client support, volunteer support and other Community Hub activities.

Specifically:

1. Greeting and guiding clients and providing support where needed. Provides information on the Agency and other supports if appropriate.
2. Greets, guides and supports volunteer team to ensure they have the resources they need to do their role.
3. Interviews clients and provide information on the criteria for service.
4. Ensures that donations are organized appropriately when they arrive. Assists donors with toy drop offs and other donations. Provides information on the Agency and its services.
5. Ensures donations – both in-kind and cash are recorded neatly and accurately and that thank you notes are sent out in a timely manner.
6. Performs other related duties and responsibilities as they arise.

These are temporary positions starting in early October and ending no later than January 31, 2026. You can expect to work approximately 3 days per week (21 hours) in October and January and 5 days per week in November and December. Occasional evenings and weekends will also be required.

Qualifications and Experience

- A minimum of 2 years of office experience performing a variety of tasks in a complex environment.
- Experience working with databases.
- Experience coordinating complex projects where organization is key.
- Demonstrated ability to remain calm under pressure.
- Demonstrated experience leading teams.
- Experience working with volunteers.

JOB SKILLS and ABILITIES

1. Significant understanding of privacy and confidentiality.
2. The self-confidence to work independently, with the self-awareness to seek coaching, support and advice as required.
3. Ability to work with colleagues, clients, donors, and volunteers with a high degree of professionalism.
4. Strong organizational and communication skills.
5. High level of attention to detail and enjoy working in a fast-paced environment.
6. Fully proficient in Microsoft office and comfortable with technology.
7. Ability to remain calm under pressure.

Additional Information:

This is a fast-paced, seasonal role with the occasional weekend and evening shifts. The environment can be hectic but working alongside our dedicated volunteers in support of our community makes it incredibly rewarding.

Rate: \$28.00 - \$30.00/ hour based on experience.

Family Services of the North Shore is committed to diversity and inclusion within its workforce and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including people with disabilities to apply to become part of our Agency.

Please respond, in confidence, with cover letter and resume.

*Kathleen Whyte, Director of Human Resources
Family Services of the North Shore
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While we thank all applicants for their interest, only short-listed candidates will be contacted.