



Penticton Indian Band

841 Westhills Drive,
Penticton, British Columbia
Canada V2A 0E8
Telephone: 250-493-0048

September 21, 2026

Employment Opportunity

The Penticton Indian Band (PIB) is currently seeking an ambitious and qualified individual to fill the following position:

Position Title:	Child & Family Crisis Worker	Pay Rate:	\$ 22.00-37.00 (based on credentials and experience)
Department:	Social Development	Classification:	Task Performer/8
Status:	Full-time/Permanent	Hours of Work:	35 hours per week
Responsible To:	Family Preservation Team Leader		
Location:	841 Westhills Drive, BC V2A 0E8		
Deadline	October 6, 2026		

Job Summary:

Reporting to the Family Preservation Team Leader, the Child & Family Crisis Worker provides critical prevention, intervention, and crisis management services to promote child safety and family stability. This role is responsible for case management, developing family support plans, and collaborating with internal Health, Education, and Social Development teams, as well as external agencies, to ensure a coordinated community response. All caseloads must be referred by the Penticton Indian Band Social Development Manager and the Family Preservation Team Lead to ensure alignment with community protocols and strategic objectives.

Core Competencies:

- Planning & Organizing
- Problem Solving
- Good Communicator
- Crisis Management
- Decision Making
- Ethics & Integrity
- Networking
- Teamwork
- Family Support
- Accountability
- Relationship Building

Duties/Responsibilities:

Job Responsibilities and Work Performed

- Provide integrated, family-centered, and strength-based case management to youth and families in crisis.
- Develop trusting relationships with youth and families to promote wellness and resolve conflict.

- Conduct assessments to identify a family's strengths, stresses, and needs.
- Develop, implement, and update the formal Individual Family Support Plan (IFSP) with the youth and family.
- Facilitate group activities to promote age-appropriate interaction and peer support.
- Identify and assess available community resources to meet family needs.
- Make referrals to external services as determined by the case plan and family.
- Complete all required paperwork to access community resources (e.g., mental health services, counseling).
- Maintain accurate, confidential client files, case notes, and reports as required.
- Liaise and communicate with PIB Social Development team members and outside agencies to coordinate services.
- Prepare regular reports on client progress, community needs, and service gaps.
- Meet regularly with the PIB Social Development Manager to assist with referrals and report on needs.
- Advocate on behalf of families with external agencies to ensure coordinated care.
- Adhere to all organizational policies, professional ethics, and legislative requirements.
- Participate in team meetings, case conferences, and professional development.

Qualifications/Requirements:

Minimum Academic/Educational Requirements

- Post-secondary education Diploma in the social/health science disciplines, human services or combination of education and experience

Other Certification, Licenses, Designations and/or Training

- First Aid Certifications
- Valid BC Driver's License Class 5
- Criminal Record Check required including Vulnerable sectors check.

Minimum Level of Experience

- 3 years of experience working with an integrated team with a focus on children, youth and families that are experiencing challenges

Assets

- Family Support Worker Certification
- First Nations heritage.
- Prior experience in working within an Indigenous Community
- An understanding of the Syilx cultural and community environment

- Family-focused
- Dedicated to working with families
- Respect for all others
- Flexibility to meet changing needs
- Non-judgmental approach to people

Working Conditions:

- This position requires a flexible work schedule, including evening and weekend availability, to provide timely in-person or phone response to crisis calls and family emergencies occurring outside of regular business hours.
- Work is performed in a variety of settings, including the main office, family homes, and other community locations within the Penticton Indian Band traditional territory, requiring local travel.
- The role regularly involves managing volatile, unpredictable, and emotionally charged situations, requiring the ability to remain calm and effective under pressure.
- The position requires the physical ability to respond to crises (e.g., driving, standing for long periods) and the emotional resilience to cope with exposure to sensitive family issues, trauma, and crisis situations.
- Regular exposure to secondary trauma and sensitive personal information necessitates strict adherence to confidentiality protocols and engagement in self-care practices to mitigate compassion fatigue and burnout.

Preference will be given to qualified Aboriginal applicants as per section 21 of the Human Rights Code.

*All Penticton Indian Band employees are encouraged to learn about the culture, language and customs of the Okanagan people and must be willing to continuously upgrade their skills and knowledge and further their formal education.

The Penticton Indian Band offers a competitive compensation and benefits package as well as a great team and respectful work environment. If you are qualified and looking for an exciting and rewarding career. Please send a resume and cover letter to the attention of:

Armando O. Lopez, HR Manager
Penticton Indian Band

Mail:	841 Westhills Drive Penticton, BC V2A 0E8	Fax: (250) 493-2882	Email: jobs@pib.ca
In Person:	PIB Administration Offices – 841 Westhills Drive, Penticton, BC		

The Penticton Indian Band provides equal employment opportunities to all, regardless of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, marital status, family status, political belief, creed, disability that does not prohibit performance of essential job functions or that cannot be accommodated, or conviction for which a pardon has been granted. However, where two or more applicants have comparable or equivalent skills and qualifications, preference shall be given, in the following order, to persons with specific knowledge of and/or experience with Sn'Pink'tn(Penticton) language (N'syilxcen), culture, history and customs; persons of Aboriginal, Métis or Inuit ancestry; and all others. We thank all those who apply; however, only those candidates selected for interview will be contacted.