Coast Neighbourhood House RESOURCE CENTRE

5674 Cowrie Street,
Sechelt, BC, V7Z 2B5
help@resourcecentre.ca | 604.885.4088

Join Our Team!

Client Services Coordinator

Location: Sechelt, BC - in person
Position: Part-time
Hours: Up to 28 hours per week, subject to funding
Compensation: $26.65 - $28.33 per hour
Application Deadline: November 19th 2026

About Coast Neighbourhood House Resource Centre

Coast Neighbourhood House Resource Centre (Coast NHRC), formerly the Sunshine Coast Resource Centre, has been serving Sunshine Coast residents since 1992. We are a community-based charitable organization that helps people access information, navigate services, overcome barriers, and build meaningful community connections.

As we continue growing into a Neighbourhood House, we are creating a welcoming and inclusive place where individuals and families can access support, participate in community life, and feel a sense of belonging.

Our vision is a healthy and connected Sunshine Coast community.

Help people find their way forward.

Are you compassionate, organized, and someone who genuinely enjoys helping others? Do you have a knack for making complicated information easier to understand? Coast NHRC is looking for a **Client Services Coordinator** to join our team!

This position plays an important role in helping community members access legal information, navigate services and connect with the resources they need. You'll work directly with clients, support our Legal Advocacy team and help make essential services more accessible to people facing financial, social or other barriers. **Note:** This position provides information, navigation and administrative support. It does not involve providing legal advice or legal representation.

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We're looking for someone who brings empathy, professionalism, excellent organizational skills, and sound judgment to their work. Above all, we need someone who understands the importance of trust, discretion and confidentiality, particularly when supporting people who may be sharing sensitive personal, financial or legal information.

What You'll Do

- Provide welcoming, respectful and confidential assistance to community members seeking information and support.
- Help clients navigate Legal Aid BC services and connect with legal and community resources.
- Provide administrative and client support to our Community Legal Advocacy team.
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- Administer the Canada-BC Housing Benefit (CBCHB) program, including participant intake, application processing, documentation, and follow-up
- Maintain accurate participant records, monitor program eligibility and requirements, track rent supplement allocations, and complete required reporting to BC Housing.
- Serve as the primary point of contact for participants and BC Housing, responding to inquiries, addressing program-related concerns and coordinating follow-up as needed.
- Assist with client intake, referrals, routine forms and applications across assigned programs.
- Maintain accurate, organized and confidential client records, including sensitive personal, financial and legal information.
- Handle client information with discretion, ensuring it is accessed, stored and shared appropriately, in accordance with privacy requirements and organizational policies.
- Support community outreach, public legal education activities and other program initiatives.
- Work collaboratively with colleagues and community partners to help improve access to services.

As Coast NHRC continues to grow, there may be opportunities to take on additional client service and navigation responsibilities.

What We're Looking For

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Our ideal candidate is approachable, dependable and comfortable supporting people through challenging circumstances. You'll be organized, detail-oriented and confident managing program responsibilities while providing compassionate, client-centred service.

You will bring:

- Strong communication and interpersonal skills, with a compassionate, nonjudgmental approach.
- Excellent organizational skills, attention to detail and the ability to manage competing priorities and meet deadlines.
- Ability to independently coordinate program activities, maintain accurate records and follow established funding and reporting requirements.
- Confidence working with financial information, tracking program allocations and maintaining accurate participant records.
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- Ability to handle sensitive and confidential information with discretion, maintain appropriate professional boundaries, and exercise sound judgment in protecting personal information.
- Ability to work independently, take initiative and problem-solve while being part of a supportive, collaborative team.
- Comfort working with people from diverse backgrounds, including individuals experiencing poverty, trauma, disabilities or housing insecurity.
- Confidence using computers, Microsoft 365, spreadsheets and electronic recordkeeping systems, or a willingness to learn.
- An interest in community services, housing stability, access to justice and helping people navigate complex systems.

Experience in program administration, client services, housing programs, legal services, social services or a related field is an asset. Familiarity with BC Housing programs, Legal Aid BC, government benefits or community resources would be helpful, but we're equally interested in candidates with transferable skills and a willingness to learn.

Why Work With Us?

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At Coast NHRC, you'll be part of a dedicated team working to make services more accessible and our community more connected. You'll have the opportunity to make a meaningful difference in people's lives while contributing to an organization that is growing and evolving to meet the needs of the Sunshine Coast.

Additional Information

This is a part-time in-person only position of up to 28 hours per week, dependent on continued program funding. Occasional evening or weekend hours may be required for community events. A satisfactory Criminal Record Check and compliance with organizational confidentiality and privacy policies are conditions of employment.

Given the sensitive nature of the information handled in this role, the successful candidate will be expected to demonstrate a high standard of discretion, maintain appropriate professional boundaries and follow all organizational procedures for protecting client information, including promptly reporting any privacy or confidentiality concerns.

How to Apply

Please email your resume and a brief cover letter telling us a little about yourself, your relevant experience and why this position interests you to hr@resourcecentre.ca with **Client Services Coordinator** in the subject line.

Application Deadline: November 19th 2026 or until filled
Anticipated Start Date: ASAP

Coast NHRC is committed to creating an inclusive and welcoming workplace. We encourage applications from people of diverse backgrounds, identities and lived experiences.

We recognize that valuable skills come from many different experiences. If this role interests you, we encourage you to apply, even if you don't meet every qualification.

Thank you to everyone who applies. Only candidates selected for an interview will be contacted.

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Coast Neighbourhood House Resource Centre acknowledges the unceded territories of the shíshálh and Skwxwú7mesh Nations. We are committed to reconciliation, equity, inclusion, and creating a welcoming workplace for all.