

EMPLOYMENT OPPORTUNITY

Community Resource Navigator (Service Navigator)

Bilingual French/English

Full-Time Permanent

Team 211 is hiring vacant positions. We're looking for people who are passionate about their communities and care about connecting people to the help that they need, when they need it.

THE OPPORTUNITY:

The Service Navigator position is great for people with social service or social work backgrounds. The position involves support for diverse service users and complex problem solving to ensure people are connected to the right services quickly and easily and that barriers to service are reduced whenever possible.

This is an exciting fast-paced and outcomes oriented position that requires an ability to adapt and learn, and an appreciation for the root causes of inequity and lack of access to services, with service users' needs changing from call to call.

Every day, Findhelp | 211's Service Navigators empower communities with information and access to services by:

- Engaging clients through empathetic, supportive, open-minded and non-judgmental communication and support
- Effectively assessing client needs and co-developing solutions with clients through anti-racist, trauma informed and culturally humble practice
- Balancing effective and outcomes oriented solutions in a dynamic fast-paced environment where teamwork and collaboration define the way we operate
- Adapting to ever-changing client and organizational needs

You'll welcome new opportunities to make a difference in people's lives and further our vision – People Connected. Communities Strengthened.

Findhelp is a 24/7 operation, and this position will be scheduled to work a variety of shifts, seven days a week including weekdays, weekends and holidays. Shifts include days, evenings, and overnights. You will be scheduled to work up to a maximum of 140 hours over a four week period.

In this role you have the benefit of working remotely from home if you live in the eastern part of the province of Ontario (around Ottawa, Renfrew County, United Counties of Stormont, Dundas and Glengarry), northeastern Ontario (Sudbury, North Bay), Essex County, and Southwestern Ontario. All other applicants will be required to adhere to a hybrid work arrangement that is not fully remote, and includes a requirement for performance of work at Findhelp's office location.

Candidates must meet the agency's requirements which include, but not limited to a quiet workspace, the required internet bandwidth, and fulfill the workplace health and safety requirements.

WHO ARE WE?

At Findhelp | 211 we connect individuals and families with information and referral to the complete range of government, health, community and social services in their communities and help them navigate the complexities of the human services system, quickly and easily. Motivated by our mission to *create connections and solutions to build strong communities*, we're constantly innovating to keep up with the changing needs of our communities and to ensure that everyone has access to the supports they are seeking.

Findhelp |211 recognizes that systemic racism exists and that certain groups of people experience disproportionate barriers to economic, employment and health opportunities which may be amplified due to intersectional personal identities. We are committed to improving accessibility to human and social services through ongoing and new initiatives, partnerships and approaches.

We're proud of our people and culture and we're constantly changing and innovating to do better! Our workplace is focused on balance, equity, engagement and a healthy environment. We pride ourselves on being an employer of choice and we do the work to make that happen. You'll be engaged and supported to learn and grow your career and you'll make a difference in people's lives across Canada.

IN THIS ROLE YOU WILL:

- **Be solutions focused service and results oriented navigator** – You connect diverse groups of clients by phone, chat, text or email, to health and human services information using a comprehensive database of resources and agency tools. You will conduct thorough assessments of client needs, ensuring they are directed to the most appropriate service or program, assist in problem solving and track calls to illuminate community trends.
- **Provide Trauma and anti-oppressive informed client support** – You will apply active listening skills and anti-oppressive communication to identify appropriate resources and provide information on eligibility requirements and service availability, recognize and respond appropriately to individuals who are in crisis, and identify those individuals who are vulnerable. At times, you may need to advocate on behalf of individuals who face personal and/or systemic barriers.
- **Strive for Service Excellence** – You will strive to uphold service excellence, responding to inquiries thoroughly and according to established service and quality standards. You will communicate with empathy, respect, sincerity, care and concern.
- **Be Committed** – This position requires a commitment to working a rotating schedule – including mornings, afternoons and overnights on weekdays, weekends, and public holidays, in a repeating four-week schedule – according to the needs of the agency's 24/7 Inquiry Services department.

REQUIRED SKILLS & EXPERIENCE:

SKILLS

- Demonstrated commitment to and lived experience of principles of anti-racism, anti-oppression, equity and inclusion
- Problem solving (able to make independent service decisions)
- Collaboration and teamwork. You enjoy working both independently and as a member of a dynamic team on new and existing services and special projects

- Current knowledge of best practices in trauma informed mental health (e.g. crisis de-escalation, risk assessment, anti-racism, gender-based violence, suicide prevention, harm reduction)
- Proficiency in French and English both in writing and orally. Excellent communication skills with the ability to create and maintain rapport with clients, express and transmit information with consistency and clarity, using active listening techniques. **(Note: Your English and French proficiency orally and in writing will be assessed as part of the selection process).**
- Strong knowledge of the social service sector and health, government and community services
- Proficient in computer skills, and adaptive to changes and updates of applications and programs

EXPERIENCE

- Combination of education and/or work/lived experience in Social Services, Social Work, Community Work or other related field
- Minimum 2 years of experience (paid or volunteer) in the social services sector (health, government and/or community services)
- Strong preference for candidates with lived experience as a Black, Indigenous or other racialized person, a person with disabilities, or an 2SLGBTQIA+ person who can acknowledge and speak to the impact of systemic racism and oppression
- Demonstrated recognition, allyship and acknowledgement of the lived experiences of various communities and intersectionalities, particularly persons with disabilities and racialized communities, women, 2SLGBTQIA+ and marginalized religious communities
- Strong teamwork skills, including demonstrated ability to interact, lead and participate in decision-making that respects people with a diversity of backgrounds, experiences and styles, while working collegially with a high degree of tact and diplomacy

Think you meet the position requirements outlined above? We would love to hear from you!

Note: As a condition of employment, the successful applicant will be required to obtain a Criminal Record Check at their own expense prior to beginning work in this position, and pass a background check that will include reference checks with previous employers.

SALARY & BENEFITS:

These Full-Time positions consist of 140 hours of work in a four-week period.

Hourly Rate Range: \$30.89 to \$33.90

Comprehensive benefits package including: health and dental group insurance, long-term disability insurance, life insurance, 4 weeks paid vacation annually (to start).

Other benefits include: shift premium, bilingual (English/French) and pension plan.

HOW TO APPLY:

Applications will be reviewed as received until suitable candidates are found. Along with your resume, please provide a cover letter with a description telling us a bit about yourself, what interests you about this opportunity and the assets that you would bring to this role. Applications can be submitted to:

Cristina Umana, People and Culture Manager
Email: job@findhelp.ca | Fax: 416-392-4404

Additional Information: This position is part of CUPE Local 3173.

Findhelp | 211 believes in a workplace culture of inclusion that is welcoming, respectful, safe and empowering for all staff. It is critical to our success to eliminate barriers and promote the inclusion of equity groups. Equity groups have been, and continue to be, underrepresented and marginalized in the workforce, leadership roles, and in some specific occupations. Equity groups include but may not be limited to Indigenous persons, racialized people, gender diverse people, 2SLGBTQIA+ people and persons with disabilities.

If you require accommodation at any stage during the hiring process, please inform us. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please send your request to job@findhelp.ca.

We thank all applicants and will contact the individuals selected for an interview. No phone calls or emails please.