

EMPLOYMENT OPPORTUNITY

Community Resource Navigator (Service Navigator)

Bilingual French/English

Full-Time Permanent

We are hiring for 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'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 from home if you live in Ontario in the eastern part of the province(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 Information Services, we connect individuals and families with the full range of government, health, community, and social services in their communities to help them navigate the complexities of the human services system quickly and easily. As a trusted partner providing the 211 service across several provinces, we are driven by a mission to see people connected and communities strengthened.

We recognize that systemic racism exists and that certain groups experience disproportionate barriers to economic, employment, and health opportunities; those barriers are often compounded by intersecting personal identities. We are committed to reducing these barriers through ongoing initiatives and learning, meaningful partnerships, and approaches grounded in equity and accessibility.

We're proud of our people and our culture and we're constantly evolving to do better. Our workplace is built on balance, equity, engagement, and well-being. We consider ourselves an employer of choice, and we do the work to earn that. At Findhelp, you'll be supported to learn, grow, and build a meaningful career, and you'll make a real 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. **(Note: Your English and French proficiency orally and in writing will be assessed as part of the selection process).**

- 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.
- 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:

The Full-Time position consists of 140 hours of work in a four-week period.

Hourly Rate Range: \$30.89 to \$33.90

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

Other benefits include: French language **shift premium for hours worked**

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 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 People and Culture at job@findhelp.ca.

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