

## EMPLOYMENT OPPORTUNITY

### Community Resource Navigator (Service Navigator)

#### Bilingual | French & English

#### Full-Time Permanent Overnight

Team 211 is expanding! 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 provides an opportunity to address real and systemic barriers to services that may be amplified by poverty, inequity and intersecting personal identities. This is a 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.

Every day, Findhelp | 211 Central'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 the world and further our vision – People Connected. Communities Strengthened.

#### **WHO ARE WE?**

At Findhelp | 211 Central, 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 Central recognizes 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.

## **WHAT SUCCESS LOOKS LIKE:**

- **Solutions focused service and results oriented navigation** – 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.
- **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.
- **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.
- **Commitment** – This position requires a commitment to working overnight shifts – including weekdays, weekends, and public holidays, and one day shift per month 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 principles of 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)
- Both written and oral proficiency in French and English. Excellent communication skills with the ability to: create and maintain rapport with clients, express and transmit information with consistency and clarity, and use active listening techniques. (**Please Note: There will be a written and oral assessment for English and French proficiency as a part of the selection process**).
- Strong knowledge of the social service sector
- Proficient in computer skills, and adaptive to changes and updates of applications and programs

### **EXPERIENCE**

- University/College Degree or Diploma in Social Services, Social Work (BSW preferred), Psychology or other related field
- Minimum 2 years of experience (paid or volunteer) in the social services sector
- 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!**

**SALARY & BENEFITS:**

This Full-Time position consists of 140 hours of work in a four-week period. Work hours are primarily 9:00 PM to 7:00 AM or 9:45 PM to 7:45 AM (EDT)

Hourly Rate Range starts at \$26.42 to \$31.03, plus an excellent benefits package including: pension plan, health and dental group insurance, long-term disability insurance, life insurance, 4 weeks paid vacation annually (to start), and other allowances such as shift premiums, as noted in the collective agreement.

**HOW TO APPLY:**

Applicants 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, HR and Administration Manager  
Email: [job@findhelp.ca](mailto:job@findhelp.ca) | Fax: 416-392-4404

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

*Findhelp | 211 Central 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 in advance to arrange reasonable and appropriate accommodation. Contact HR at [job@findhelp.ca](mailto:job@findhelp.ca).*

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