

EMPLOYMENT OPPORTUNITY

Manager, Navigation Services

Full time Position

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. We are looking for an experienced and hands-on leader to join our dynamic, multi-disciplinary and agile team! As the successful candidate, you are a natural communicator, self-starter and great team player who wants to make a difference in the lives of others.

THE OPPORTUNITY

The Manager of Navigation Services position provides an opportunity to address real and systemic barriers to services that may be amplified by poverty, inequity and intersecting personal identities. The position builds equity and inclusion in our communities through overall leadership, management and coordination of day-to-day activities of 211 and various specialty lines.

This is a fast paced and outcomes oriented position that requires an ability to problem solve, adapt, respond and learn to deliver client centered, intercultural and trauma informed services across Findhelp|211 Central.

The Manager of Navigation Services will advance their team, the organization and the systems in which we operate, alongside three other team managers, in such a way that is grounded in the values and commitment to People First, aligned with the organizational strategic priorities and rooted in a leadership framework which includes the following key competencies:

- **Innovation:** experiment & learn; evolve & transform; efficiency/effectiveness; work SMART
- **Collaboration:** existing & new partners and allies; connection to each other; engaging volunteers, partners & community
- **Organizational Excellence:** governance & structure; accountability & transparency; risk identification & mitigation; compliance & administration
- **Strategy and Leadership:** strategic framework; leadership – excellence, impact, effectiveness & innovation; learning – personal/professional; proactive vs reactive
- **Values:** diversity, equity and inclusion; impact; people first framework

WHO WE ARE

At Findhelp | 211 Central, we connect individuals and families 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 support they are seeking.

Findhelp | 211 Central 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.

RESPONSIBILITIES

- Co-lead the management of day-to-day operations of a 24/7 team including identification of solutions and efficiencies to emerging and long-standing challenges in service delivery and staff engagement/wellness
- Create an environment among staff that promotes trust, equity, open communication, creativity, problem solving, innovation, analytical thinking and collaboration
- Develop, coach, train and mentor Service Navigators and support employee engagement
- Support the implementation, management and evaluation of new and existing projects, including the collection of client data and measurement of service impact
- Stay abreast of best practices within the Information and Referral Sector and ensure excellence in service delivery standards
- Manage quality assurance and human resources in a unionized environment,
- Ability to work a variety of shifts, including evenings, weekends and monthly on-call, as required
- Other duties as required

REQUIRED SKILLS & EXPERIENCE

SKILLS

- Demonstrated commitment and leadership abilities working with equity deserving communities in accessing services and supporting the organization's equity and anti-oppression work
- Strong knowledge of the non-profit sector with particular emphasis on community, health government and social services sector
- Ability to diplomatically work with external funders, community partners, consultants and team members, while managing deliverables of the contact centre and advancing goals

- Strong communication, interpersonal and facilitation skills, virtual and in-person, for organizational knowledge sharing, collaboration and sector level capacity building
- Data and computer proficiency; ability to pull and understand data from multiple sources to inform reports and learning and advance projects
- Adapt to a fast-paced working environment

EXPERIENCE

- University/College Degree or diploma in Social Services, Social Work, Psychology or other related field
- Minimum 3 years of management experience in a related field, or comparable experience
- 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, marginalization and oppression
- 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)
- 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 collaboration and teamwork skills, including demonstrated ability to interact, lead and participate in consultative decision-making that respects people with a diversity of backgrounds, experiences and styles, while working collegially with a high degree of tact and diplomacy
- Fluency in French or other language(s) other than English is an asset

If you meet the position requirements outlined above, we would love to hear from you!

SALARY & BENEFITS

Starting Salary: \$75,600, plus a comprehensive employee benefits package including: participation in CUPE's Multi-Sector Pension Plan

APPLICATION PROCEDURE

Applications will be received until a suitable candidate is found. Along with your resume, please provide a cover letter with a description in 500 words or less 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: job@findhelp.ca

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. Accommodations are available on request for candidates taking part in all aspects of the selection process. Please send your request to HR at job@findhelp.ca.

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