



JOB POSTING

Community Services and Outreach

Willows/Emma's Place

Systems Navigator

Full-Time, Permanent

1 Position

Wage \$24.86 Per Hour

(Includes Benefits & RRSP) *

Posting No. MS0534

POSITION SUMMARY:

The Systems Navigator will work as part of the Community Services' team to provide practical support and advocacy to women experiencing housing insecurities. The Systems Navigator will provide ongoing support to service users to ready them for safe and appropriate accommodations. This process will include supporting service users in obtaining necessary documentation, and ensuring appropriate community supports are available to assist with a successful transition into housing. The Systems Navigator will also engage regularly with service users in the community to provide necessary support to achieve program and participant identified goals. The System's Navigator will work from a client-centered, trauma-informed, anti-oppressive and harm reduction perspective.

KEY RESPONSIBILITIES:

- Actively engage with woman-identifying individuals accessing Willow's Place and Emma's Place. This includes individual advocacy, connecting with community supports and filling out of any necessary assessments, such as ViSpdats and other housing applications with service users
- Utilize the principles of case management when conducting assessments and referrals to address service user needs
- Collect and assess information to determine service user's eligibility for emergency shelter and other shelter and housing related services; advocate with internal and external resources and supports when needed
- Support service users in creating short and long term goals. This may involve: safety planning, risk management, and harm reduction supports
- Assist service users in acquiring IDs, affidavits, income support documents etc.
- Assist service users in applying for housing and necessary financial supports
- Work in partnership with the Financial Management program to put together a financial plan to meet service user identified needs; these can include direct payment of current bills, budgeting personal expenses, and dispersing of any gift cards or monies/checks on a weekly basis
- Ensure the keeping of systematic records, files and relevant statistics associated with the program
- Respond to crisis situations by assessing the situation and implementing appropriate solutions which promote safety
- Participate in team meetings and case conferencing to discuss program issues, review service user needs, discuss case plans where releases have been acquired, and adhere to a strict policy of confidentiality
- Work with, and provide direction to, volunteers and students, providing support and instruction to ensure policies and procedures are followed
- Work safely, identify any health and safety concerns and report to management, and follow Mission Service's workplace health and safety policies and procedures at all times
- Other duties as required to ensure the continuation of service to the women as it relates to the achievement of individuals' successful housing outcomes

QUALIFICATIONS:

- Successful candidates will hold at minimum a Post-secondary degree/diploma in social work, social service work or a related field
- Minimum 1-2 years of work experience in any of the following fields; addiction, mental health, concurrent disorders, counselling and other social services supporting vulnerable women
- The successful candidates will have a demonstrated knowledge of case management and how to assist women in successful systems navigation
- Maintains a high level of familiarity with legislation, community services, resources, programs, policies & procedures, and issues affecting or related to the client population
- Demonstrated understanding and working experience in gender-based violence, mental health disorders, addiction, poverty and homelessness
- Excellent documentation skills
- Experience providing person-centered, trauma and AR/AO informed services and supports to women with diverse experiences and identities
- Ability to deal with confidential information and possess excellent interpersonal and diplomacy skills
- Ability to work under pressure and in crisis situations
- Evidence as a highly motivated team player, with proven ability to take initiative and be self-directed
- Demonstrated ability to form helping relationships based on trust and empowerment
- Committed to upholding the organization's mission, values and standards
- Fluency in French is an asset

HOURS OF WORK:

- 37.5 hours per week
- Ability to work a flexible schedule of day, evening and weekend shifts in order to support staffing and program needs

REQUIREMENTS:

- Police Vulnerable Sector Check
- Two-Step Tuberculosis Skin Test

COMPENSATION:

- Starting rate dependent upon level of experience
- *Benefits after 3-months of continuous, active employment
- *Group RRSP employer matching up to 3% after one (1) year of continuous employment

To apply for this position, please send your cover letter and resume by 5:00PM on November 01, 2024 to:

**Jaelyn Smith, AD, Community Services and Outreach
Mission Services of Hamilton
P.O. Box 368, Hamilton, ON L8L 7W2 or email to jsmith@mission-services.com**

At Mission Services of Hamilton, we value diversity in our employees and we work from an anti-racism/anti-oppression framework and strive for equity and inclusion.

We strive to foster an organization that reflects the diversity of the community we serve and welcome applications from all qualified candidates. We encourage applications from individuals from underserved and underrepresented cultural and racial communities, from First Nations Inuit and Metis communities, Two-Spirit, LGBTQIA+ communities, and people living with disabilities, and those with lived experience of abuse, food insecurity, homelessness, mental health difficulties and addictions.

Mission Services is also committed to developing an inclusive, barrier-free selection process and work environment. We thank all applicants, however, only those candidates selected for an interview will be contacted. If contacted, please advise us if you require any accommodation measures to ensure you will be interviewed in a fair and equitable manner. Information received relating to accommodation requests will be treated with confidentiality.