

COMMUNITY NAVIGATOR

Employment Status:	Temporary, Full-Time, Up to 12 months
Compensation Range:	\$29.76 - \$33.62 / 35 hours per week
Location:	399 Ridout St. N., London, ON
Union/Non-union:	CUPE 101.5

POSITION OVERVIEW

Under the direction of the Manager of Social Services, the Community Navigator's primary duties will be to assist residents of Middlesex County with navigating government and community services to address the challenges related to homelessness and housing instability. Duties will include providing assistance in navigating processes to help individuals access supports and resources. Assistance may be in the form of providing support with applications, one to one instruction as well as small group clinics and workshops, and may involve referrals to other agencies.

QUALIFICATIONS

- Possess a college certificate or diploma in a related program (including but not limited to Office Administration, Human Resources, Social Services related education)
- Six months to two years related experience
- Current Criminal Record Check that is satisfactory to the County of Middlesex
- A valid "G" driver's licence, and access to a vehicle to travel as required to fulfil job responsibilities

WHY CHOOSE MIDDLESEX COUNTY?

Middlesex County is a vibrant upper-tier municipality located in Southwestern Ontario. We offer a thriving business climate, easy access to transportation routes, and quality of life with exceptional healthcare facilities, affordable housing, an array of educational opportunities and bountiful recreation and cultural choices in a picturesque setting. The County's administration headquarters are located in London but Middlesex County is comprised of unique villages, towns and rural communities that have great attractions for residents and tourists. At Middlesex County, you will have a chance to make an impact in your everyday work and build lasting relationships in the communities in which we live and serve. We offer a culture that values inclusion, diversity of thought, and employee development. We invest in our people to help them leverage their strengths to achieve their career aspirations.

HOW TO APPLY

If you are interested in this opportunity, please submit your cover letter and resume by email to hr@middlesex.ca by **4:30 p.m. on October 15, 2024**.

We thank all applicants who apply, but only those applicants to be interviewed will be acknowledged. Personal information is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used for candidate selection purposes only.

WHAT WE OFFER

Flexible Work Opportunities
Employee Recognition Events
Professional Development
Flex Time/Banked Time-Off
OMERS Pension Plan
Health and Dental Benefits or Pay in Lieu
Employee and Family Assistance Program

VISIT OUR CAREERS PAGE

<https://www.middlesex.ca/departments/human-resources/job-opportunities>

Join our team and build a rewarding career!

Middlesex County is an equal opportunity employer. We are committed to a diverse and inclusive workplace for everyone. Accommodations are available throughout the recruitment process. If you are contacted for an interview, please advise us of any accommodations that may be required. This information will be treated confidentially and only used for the purpose of providing an accessible recruitment experience.



MIDDLESEX COUNTY POSITION DESCRIPTION

TITLE:	Community Navigator	
DEPARTMENT:	Social Services	
REPORTS TO:	Manager of Social Services	
EFFECTIVE DATE:	September 2024	POSITIONS SUPERVISED: None

POSITION SUMMARY

Under the direction of the Manager of Social Services, the Community Navigator's primary duties will be to assist residents of Middlesex County with navigating government and community services to address the challenges related to homelessness and housing instability. Duties will include providing assistance in navigating processes to help individuals access supports and resources. Assistance may be in the form of providing support with applications, one to one instruction as well as small group clinics and workshops and may involve referrals to other agencies.

PRIMARY JOB DUTIES AND RESPONSIBILITIES

- Identify and develop relationships with key community partners, organizations, businesses and resources, act as a liaison between these and the individual, and act as an advocate in order to secure resources and shelter
- Working out of various Middlesex County Social Services offices and Library branches, assist individuals with housing searches and applications, tenant/landlord mediation, locating sources of training and development opportunities, accessing emergency funding, and budgeting skills
- Assist individuals with accessing various Municipal, Provincial and Federal funding applications and navigate referral path
- Provide referrals to community services and agencies
- Facilitate requests for household and food supplies, transportation, and other resources
- Provide instruction and support in accessing government, social and health services online – as well as online educational and skills development opportunities
- Support in the development of workshops and clinics, and deliver to community partners
- Follow Municipal Health & Safety guidelines, worksite safety guidelines, and assist individuals to comply with these guidelines
- Perform related duties as assigned



MINIMUM QUALIFICATIONS

Education and Experience:

- Possess a college certificate or diploma in a related program (including but not limited to Office Administration, Human Resources, Social Services related education).
- Six months to two years related experience.

Knowledge, Skills and Abilities:

- Ability to effectively problem solve, multi-task and work well with individuals from a variety of cultures, diverse abilities, educational levels, work experience and socioeconomic backgrounds is required
- Demonstrate effective verbal and written communication with internal and external partners
- Maintain knowledge of federal, provincial, municipal and community programs relevant to Middlesex County residents, and ability to communicate such information as appropriate
- Proven ability to plan and work independently, and follow through on tasks and assignments with minimal direction
- Maintain thorough knowledge of the County and Library's service, programs and resources
- Strong computer skills, specifically Microsoft Office (Word, Excel, PowerPoint, Outlook) (or other similar software program)

Other:

- A valid "G" driver's licence, and access to a vehicle to travel as required to fulfil job responsibilities.
- Current Criminal Record Check that is satisfactory to the County of Middlesex.

CONTACTS

Internal

Manager Social Services
Social Services staff
Director of Library Services
Library Branch Staff

External

Community Members
Service Providers
Community Partners



PHYSICAL REQUIREMENTS

Keyboarding, standing and walking to provide service to patrons, bending, stretching, and shift work including evenings and weekends.