

# INTERNAL/EXTERNAL POSTING



Inuuqatigiit-Centre for Inuit Children, Youth and Families is a multi service non-profit organization serving Inuit children and youth and their families, dedicated to providing cultural, educational, and support services in a caring, respectful and collaborative environment that fosters strong and proud Inuit children and families.

**Position #** 2024-99  
**Position:** Adult Social Navigator  
**Posting Date** February 23, 2024  
**Start Date:** ASAP  
**Hours:** Full-Time Indeterminate  
**Salary Range:** Inuuqatigiit Centre offers a competitive wage and benefit packag

## POSITION SUMMARY

Under the supervision of the Manager of Family Well-Being, the Adult Social Navigator provides support, referrals, advocacy and programming for vulnerable Inuit adults who reside in Nunavut but are receiving medical services in Ottawa. The Adult Social Navigator will collaborate with partner support and medical professionals to help ensure access to cultural, social and other needed activities and supports that contribute to their well-being.

## KEY DUTIES AND RESPONSIBILITIES

- Plan and deliver cultural and social activities and support to Inuit adults in ways that address their cultural, educational, physical, and mental health needs
- Promote Inuit culture, language, values and traditions to enhance health, well-being, and community connection.
- Work closely with clients to provide appropriate strengths-based supports consistent with the principles of the Inuit Family Centred Care.
- Offer practical, emotional and cultural supports to help family members and medical escorts cope with stress.
- Track program results.
- Document case notes and services provided in an electronic database system and maintain such information confidential.
- Adhere to all legislative, agency, accreditation, professional, and best practices standards.
- Advocate for and support clients as they negotiate complex systems.
- Remain up to date on relevant Ottawa and Nunavut programs and services.
- Maintain good relationships with thereferral partners and work in collaboration with the other professionals in addressing issues for medical travelers.
- Work with clients to create a navigation strategy that will lead to quality service, maximize collaboration, and streamline an integrate services.
- Work Closely with other Inuit systems navigators to coordinate services.
- Participate in information sharing and case management meetings to ensure culturally appropriate plans of care are followed.
- Provide accurate information and make appropriate referrals to other services and support as required.
- Work with the Qikiqtaaluk-Ottawa Medical Travel Network to identify unmet

needs and systems gaps.

- Other duties as required by the manager.

## **ACCOUNTABILITY**

- Accountable for the safety and security of participants participating in programs and services.
- Accountable to support adult clients from Nunavut receiving temporary medical care in Ottawa.
- Accountable to stakeholders; and
- Accountable for the effective and efficient delivery of services in keeping with funding agreements.

## **WORKING RELATIONSHIPS**

- Develop supportive and professional rapport with Inuuqatigiit Centre staff and partner agency staff.
- Participate in conflict resolution when required.
- Foster therapeutic relationships with clients using well known elements of relationship building (e.g., attentive listening, empathy, non-judgment, etc.).

## **EXTERNAL COMMUNICATIONS**

- Communicate with clients on a regular basis (e.g. referrals, activities).
- Follow protocols and referral processes as appropriate to meet the needs of the adult client.
- Liaise with internal and external partners to maximize client service and/or improve working relationships; and
- Raise awareness and sensitivity of Inuit issues through participation in relevant community groups and committees; and
- Participate in community outreach and conduct educational presentations as appropriate.

## **WORKING CONDITIONS**

- Work regular and consistent weekly hours of work.
- Providing services to clients at a time which best meets their needs, which may include occasional evenings and weekends.
- Additional hours on occasion to meet deadlines and ensure delivery of high-quality programs and services.

## **KNOWLEDGE AND SKILLS**

- Knowledge of the needs of Inuit.
- Knowledge of Inuit and non-Inuit community services and supports.
- Knowledge of supports and services for Inuit in Ottawa.
- Ability to communicate effectively orally and in writing.
- Ability to operate computer systems and relevant software.
- Strong organizational, program planning, evaluation, fiscal management, and problem-solving skills.
- Ability to respond effectively in crisis situations.
- Ability to work in a collaborative staff team environment; and
- Ability to function effectively in a high stress, high noise environment.

## **QUALIFICATIONS AND REQUIREMENTS**

- Inuit descent required; fluency in Inuktitut would be an asset.
- Diploma or training in social services or related field of study.
- Minimum of 2 years' experience providing support to vulnerable adult clients, which may include those with complex health issues or mental health issues.
- Experience in preparing and delivering presentations and program activities.
- Experience with making referrals, helping clients locate and access services and advocating on their behalf; and
- Mental Health First Aid and ASIST training considered assets; and
- Driver's license and access to a vehicle an asset.

## **CONDITIONS OF EMPLOYMENT**

- Negative COVID-19 test.
- TB Test, if applicable, and other immunizations up to date.
- Medical certification of good health.
- Vulnerable Sector Check required in keeping with Inuuqatigiit Centre Personnel Policies and Procedures.
- CPR / First Aid Certification (or willingness to become certified).
- Ontario Driver's License and access to a reliable vehicle is an asset; and
- Ability to handle difficult and painful emotional situations and establish healthy boundaries, understands the importance of and practices work life balance

**Please apply with a cover letter and up-to-date resume to:** Human Resources Department, at [jobs@inuuqatigiit.ca](mailto:jobs@inuuqatigiit.ca)

***Note that accommodations are available for applicants with disabilities throughout the recruitment process. If you require specific accommodations, please contact the HR Department through the information provided above, so that we can make suitable arrangements with you.***

***When two equally qualified candidates are considered for the same position, preference will be given to the candidate of Inuit descent.***

***We thank all who apply to this position. Only those applicants selected for an interview will be contacted.***