



**Job Opportunity for a
PART-TIME – COMMUNITY SERVICES NAVIGATION SPECIALIST
EIGHT MONTH CONTRACT
25 hours per week
Innisfil ideaLAB & Library, Innisfil Ontario**

OUR ENVIRONMENT

Innisfil ideaLAB & Library is a dynamic, innovative, community hub providing opportunities for learning, discovery, gathering and fun for all Innisfil residents. We offer a friendly and collaborative work environment with room for growth, and a range of training and development opportunities.

Our Staff are our greatest resource and it's their ideas, skills, and initiative that push us forward to provide outstanding services. We understand that our employees are the Library's most valuable asset. The sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of our culture, reputation, and achievements. We are committed to attracting and retaining individuals who represent the diversity in our own community and beyond.

OUR TEAM

We are looking for team members who are excited about learning, inspire the people around them, and can thrive in a technologically evolving environment. Our warm and friendly staff are passionate about helping our community and supporting the residents of Innisfil beyond traditional library boundaries.

POSITION DESCRIPTION

We are seeking a dedicated and compassionate Part-Time Social Worker with expertise in navigating a variety of social services to join our team at the library. As a Community Services Navigation Specialist, you will play a vital role in assisting individuals and families facing challenges within our community. This position offers a unique opportunity to make a meaningful impact by providing support, resources, and advocacy to those in need.

Funded by the County of Simcoe, the Community Services Navigation Specialist will provide in person support, connecting community members with referrals and appropriate resources, helping them to better understand, navigate, and access community services.

Responsibilities

- Identifies and connects with library customers in need of assistance with housing, health, and other social service needs. Works with customers who self-refer for assistance with same;
- Conducts comprehensive assessments and makes service referrals for customers, tailored to the requests and needs assessment information for the individual or family;
- Provides ongoing case management support to clients, including developing individualized support plans, setting goals, and monitoring progress towards goals.
- Advocates on behalf of clients to ensure they have access to the appropriate resources, support services, and legal assistance as needed. Works collaboratively with community partners in pursuit of same;
- Provide crisis intervention and support to individuals and families;

- Maintain accurate and confidential client records, progress notes, and reports in compliance with agency policies and procedures. Working with the Federal case management system (HIFIS);
- Connects, builds/strengthens, and maintains collaborative relationships with community agencies, neighborhood groups, social services agencies, and volunteer organizations with an eye to increasing access to social services in Innisfil;
- Maintains client demographic information and tracks statistics and measurable outcomes, including types of interactions, types of community referrals, categories of reason for connecting with the system navigator, and service partnerships. Uses anonymized statistics about all interactions to establish an understanding of need in the community;
- Serves as a resource to the general public, responding to inquiries and providing information on the various types of services, programs, and projects available for the community at the library;
- Functions as liaison to community groups and organizations, promoting and coordinating library programs in collaboration with Community Librarian and other library staff;
- Works in collaboration with highly dynamic stakeholder teams within the organization and externally;
- Responds to inquiries, requests, and complaints as directed.

Who We're Looking For

- A Candidate with a degree or diploma in Social Work, Social Service Work, Child and Youth Work or related field.
- Eligible for or member of a professional institution, such as the Ontario College of Social Workers and Social Service Workers
- Proven experience in case management, with proficiency in documentation and case management software.
- Strong knowledge of local resources, programs, and agencies.
- Excellent communication, interpersonal, and problem-solving skills.
- Ability to work independently and as part of a team.
- Compassionate, non-judgmental, and client-centered approach.
- Commitment to social justice, equity, and advocacy for vulnerable populations; with experience serving vulnerable persons.
- Available for a variety of shifts, including evenings and weekends
- Able to work at all three Library Branches

Pay Rate: \$27.93 – \$32.85 per hour

Relevant Policy Information

The Innisfil ideaLAB & Library is an equal opportunity employer and is committed to building an inclusive and diverse workplace. We prohibit discrimination and harassment of any kind based on race, colour, sex, religion, sexual orientation, gender identity and age. Accommodations for disabilities will be provided, on request, to support candidate participation in all aspects of the recruitment process. To request accommodation please contact the jmiyasaki@innisfilidealab.ca or call 705-431-7410

We thank all applicants for their interest; however, only those candidates invited for an interview will be acknowledged. Personal information contained in your resume is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act and will be used strictly for employment assessment purposes.

Please email resumes and cover letter by 5:00 pm on Thursday, May 2, 2024 to:

Email: jobs@innisfilidealab.ca

Subject line to read: Community Services Navigation Specialist