

Client Navigator Permanent – 35 Hours/week (Full-time)

Catholic Family Services of Peel-Dufferin (CFSPD) is a non-profit, charitable organization reflecting the values consistent with Catholic social teachings. CFSPD is a dynamic, growing family service agency with offices in Mississauga, Brampton, Orangeville and Bolton. CFSPD is committed to providing a positive work environment for its employees and excellent services to its clients.

CFSPD is the lead agency to the **Safe Centre of Peel (SCoP)** - a partnership of 15 social service organizations. SCoP is a safe and welcoming space where many agencies work collaboratively and integrate services to respond to victims and survivors of violence and abuse at a single location.

Position Summary

CFSPD is currently seeking a Client Navigator who will be responsible for acting as a point of contact for program participants, potential clients and community. The Client Navigator will conduct intake and screening, provide crisis intervention, support, safety planning and advocacy to individuals, families, as well as make appropriate referrals to community services. **It is required that the incumbent possess professional verbal fluency in Punjabi/Hindi/Urdu (other South Asian languages will be an asset).**

The Client Navigator reports to Program Coordinator. This position will be based in Brampton, Ontario.

Responsibilities

- Respond to client inquiries (telephone, voicemail, email, and in-person) regarding services and support client in providing intake and assessment
- Conduct initial intake/assessment through various avenues such as face-to-face, telephone and email to determine client needs, interests, eligibility criteria and next steps.
- Conduct therapeutic, trauma-informed risk assessment and safety planning
- Works closely with on-site partners to ensure coordinated, responsive and timely service for clients
- Facilitates referrals to on-site and off-site partners, agency programs, other professionals, agencies, services, or community resources appropriate to clients' identified needs.
- Processes and maintains internal and external referrals; liaise with on-site and off-site partner agencies that have made referrals to SCoP and the agency.
- Provide telephone support, crisis intervention and follow-up for clients.
- Support outreach efforts as needed to promote an awareness and understanding of the programs and services provided by the agency and SCOP.
- Ensure all attempts of client contacts are documented while maintaining careful, accurate records and client case files of all relevant information.
- Create, update and maintain client enrollment information in database

- Assists in the orientation and training of new staff, students and volunteers

Qualifications

- Bachelor's Degree in Social Work, Community College Diploma or related human service field and two (2) years of relevant work experience preferred.
- Excellent written and verbal communication skills
- Verbal fluency in Punjabi/Hindi/Urdu is required (other South Asian languages are an asset).
- Commitment to intersectional feminist, anti-oppressive/anti-racist, trauma-informed service delivery approach
- Understanding of gender-based violence and its impacts at multiple levels
- Knowledge of the principles and practices of counseling, social work, and case management.
- Demonstrate positive interpersonal skills and ability to work in a team environment with co-workers, community providers and stakeholders and clients.
- Strong organizational and time management skills, ability to prioritize and meet multiple deadlines.
- Strong computer skills in Microsoft office suite.
- A satisfactory Vulnerable Sector Criminal Records check
- Willing to work within a Catholic values framework

How to Apply

If you are interested in the above opportunity, please send your resume and cover letter to humanresources@cfspd.com. This posting will remain open until position is filled.

CFSPD is an equal opportunity employer and is dedicated to hiring staff that reflect the diversity in our community. We will make reasonable accommodations to enable applicants with disabilities to participate in the interview process upon request. We invite candidates from diverse communities to apply.

We thank all applicants for their interest in Catholic Family Services of Peel-Dufferin but we will only contact those selected for consideration.