

Client Navigator – Safe Centre of Peel

Contract Position until March 2027 (2 Openings)

Catholic Family Services of Peel-Dufferin (CFSPD) is a dynamic, growing family service agency serving all areas of Peel and Dufferin. 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 - a partnership of 24 social service organizations. The Safe Centre of Peel provides co-located, integrated and coordinated services which addresses the needs of individuals experiencing Intimate Partner Violence.

Are you looking to join a fun and dynamic team hoping to make a difference in the community? We want to hear from you!

Why work with us?

At CFSPD, we believe in the value of community, compassion, and integrity. Join our dedicated team and contribute to meaningful initiatives that support families and individuals in need.

Position Summary

CFSPD is currently seeking a Client Navigator who will be responsible for acting as a point of contact for clients, community inquiries and partner agency staff. 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.

The Client Navigator reports to Program Manager. This position will be based in the Region of Peel.

Responsibilities:

Triage, Assessment and Case Management

- Answer client inquiries regarding services and support clients in providing triage, assessment and support.
- Conduct therapeutic, trauma-informed risk assessment and safety planning.
- Facilitate referrals to on-site and off-site partners, agency programs, other professionals, agencies, services, or community resources appropriate to clients identified needs.
- Respond to telephone, email, and in-person inquiries from clients, prospective clients and community partners.
- Process and maintain internal and external referrals.
- Assist in the co-facilitation of group programs.
- Participate and lead high risk conferences with partner agencies to ensure safety plans and wraparound service is designed and offered.
- Liaise with on-site and off-site partner agencies that have made referrals to the Safe Centre.
- Provide ongoing case management.

Community Involvement and Outreach

- Positively and professionally represent the agency in the community by collaborating with community partners on various projects and initiatives as assigned.
- Represent the agency at internal and external committees as needed.

Administration

- Prepare, compile, submit, and maintain accurate records, files, statistics, and additional relevant information in accordance with agency policy, and funding requirements.
- Keep careful and accurate records and maintain client case file of all relevant information pertaining to assigned caseload.
- Collect relevant client demographic data.
- Create, update and maintain client enrollment information in database in a timely manner.
- Train and support new staff, students and volunteers.
- Maintain and update agency on-line telephone log.
- Maintain data collection spreadsheets.

Qualifications:

- Bachelor's Degree in Social Work or related human service field and two (2) years of relevant work experience preferred.
- Fluency in a second language is considered an asset.
- Excellent written and verbal communication skills.
- 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.

How to apply:

Interested candidates are invited to submit their resume and cover letter detailing their qualifications and interest in the position to humanresources@cfspd.com. The posting will remain open until filled.

We will make reasonable accommodations to enable applicants with disabilities to participate in the recruitment process upon request to humanresources@cfspd.com

Catholic Family Services of Peel-Dufferin is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for our employees.

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