



SYSTEMS NAVIGATOR
Full Time, Temporary for 12 Months
Union Position; Salary \$26.46/hour
December 1, 2017 – December 1, 2018

The Calgary Women's Emergency Shelter is looking for an individual that believes change is possible, and will thrive in an environment that nurtures families impacted by violence and abuse. The Calgary Women's Emergency Shelter is a 24 hour, 7 day a week facility. The hours for this position are Monday to Friday, 35 hours per week, with alternating evening and daytime work.

Responsibilities

Reporting to the Program Manager, the Systems Navigator is responsible for two main areas related to assisting clients navigate external systems around resources and referrals and facilitating the in-kind donations of basic need items and toys within the Shelter. Main duties and responsibilities include:

System Navigation

- Maintaining the following essential services currently accessible within the shelter through partnerships: housing support, Income support, educational support, financial institutions, cultural connections and community supporters;
- Maintaining and exploring new health services programming availability, accessibility and referral processes for our clients in shelter.
- Identifying new and relevant basic needs programs within Calgary that will enhance support to residential clients;
- Building collaborative and effective relationships with the program stakeholders in order to create pathways for clients to access the programs;
- Acting as a resource to counsellors, both within shelter and the community team, on new community programs, changes to programs (how to access, eligibility, etc.);
- Acting as focal point for system navigation.

Basic Need Items

- Facilitating the organizing, stocking and managing of inventory of the donation and toy rooms.
- Leading, organizing and implementing the distribution of gift-in-kind at the shelter.

Qualifications

- Bachelor Degree in Human Services, Social Services or similar.
- Two to three years previous experience in the areas of homelessness, community engagement, community resource/referral and accessibility.
- Experience managing volunteers.
- Proven collaboration with community partners and knowledge of community resources available within Calgary and surrounding area.

- Exceptional communication skills with the ability to represent the Calgary Women's Emergency Shelter with professionalism and excellence.
- Ability to work in a fast paced environment and adapt to changing circumstances & priorities.
- Willingness to work evenings and weekends when required.
- Strong computer, planning and organizational skills.
- A second language is an asset.

Other Information

- A criminal records search and an intervention record check are conditions of employment.
- In accordance with Canadian immigration requirements, priority will be given to Canadian citizens and permanent residents of Canada.

TO APPLY: If you are interested in this position, please apply with your resume and cover letter through Reach Hire website (<http://reachhire.ca>).

CLOSE DATE: Review of applications begins on **November 27, 2017**. The position will remain open until a suitable candidate is found.

The Calgary Women's Emergency Shelter is an equal opportunity employer and is committed to diversity. We thank all candidates for their interest, only those selected for an interview will be contacted. We regret that we are unable to accept telephone inquiries.