

Community Service Navigator (CSN) Job Ad Aug 2025

In partnership with the Niagara Region Indigenous Community, Bethlehem Housing and Support Services (BHSS) will operate a Supportive Transitional Housing program for women and children in the city of Fort Erie. We are seeking two Community Service Navigators (CSN) who will provide advocacy and support to clients in the Transitional Housing Program to achieve community integration while working on a long-term plan to achieve housing stability in the community. The Navigator will work with Indigenous women and children, and those facing issues such as poverty, homelessness, domestic violence, mental health issues, addiction issues and/or family breakdown. In collaboration with the staff team, the program provides safe transitional housing, basic structure in independent living, support with goal setting, and personal capacity building programs. By creating and offering this supportive environment, clients and their families can overcome trauma, address the issues that have led to or kept them homeless, and begin to rebuild their lives through a support network.

QUALIFICATIONS & COMPETENCIES

- Diploma or Degree in Social Services or another public service-related field.
- Minimum of two years' in related social service experience, preferably with direct program delivery, frontline or client facing role in the areas of supportive housing, violence against women, mental health, homelessness, and/or addictions. Experience in the Indigenous social service community will be considered an asset.
- Strong knowledge and awareness of:
 - Community services, local programming, and housing
 - Indigenous Community, Indigenous Organizations/Agencies services and programming, Indigenous Band supports, and housing opportunities.
 - Women's issues in the Violence Against Women/Gender Based Violence / Human Trafficking survivor service support sectors
- Current knowledge and understanding of best practices and ability to work within a defined harm reduction model and trauma-informed approach to service delivery.
- Ability to work effectively with a diverse group of people, with varying levels of ability and/or challenges.
- Excellent time management, organizational, and leadership skills.
- Has a mature and empathetic personality, able to relate and communicate with individuals in a positive and judgement free manner.
- Ability to understand, adapt to, and apply a culturally appropriate approach to service delivery as required
- Demonstrates and promotes a personal understanding and appreciation for the mission, vision, strategic outcomes and values of the CP program.
- Effectively works both independently and as part of a team in all areas of responsibility
- Highly organized with excellent time management, communications, and interpersonal skills
- Must have excellent written, active listening, and verbal communication skills
- Vulnerable Sector Police Check (or willingness to obtain) with results satisfactory to the organization.

- Available to work evenings and weekends as occasionally required for on call service
- Bilingual English/French or other languages an asset.
- Proficiency with MS Office programs including but not limited to Word, Excel and Outlook.
- Have access to a car; hold a valid Driver's license in good standing and insurance.

RESPONSIBILITIES

Direct Front Line Service

- In collaboration with the staff and leadership team, coordinate and deliver a culturally relevant supportive transitional housing program for Indigenous women and children.
- Assist with the intake process of new applicants and provide supports as required.
- Assess the needs of individuals requesting support services.
- Develop service plans with clients through a client-centred approach.
- Facilitate informal counselling support to promote independence and building healthy relationships/partnerships for success. Meet with clients in the office, community or in client homes.
- Support to improve financial security through various forms, including OW, ODSP, NRH, and other subsidies.
- Work in cooperation with other staff members, as well as liaise and coordinate services with other organizations and assist with navigating community supports and services.
- Provide information to individuals on options and available resources in the community.
- Ensure a "trauma informed" approach is maintained within program and service delivery.
- Assist clients with Lifeskills in areas such as: relationships, finances, housing, parenting, education/training, employment, health, etc. as identified by the client goals and service plan.
- Provide direct support through crisis prevention/intervention with clients.
- Advocate with third parties in specific cases (e.g. Indigenous services, Landlords, FACS, OW, ODSP, court appearances, and enrolling children in school).
- Provide follow-up supports to clients who have successfully transitioned into long-term housing.
- Report to and consult with the Program Manager for direction regarding service delivery.
- Maintain a database of required statistics and additional reports as required.
- Maintain record of client contacts, individual service plans, services provided (individual and group) and outcomes.
- Encourage clients to participate in program evaluation.
- Provide on-call support and availability after hours, as required.
- Occasionally drive clients in personal vehicle.

Other Duties and Responsibilities

- Follow all established organizational policies and procedures
- Support the strategic goals, mission, vision and values of the program
- Promote and participate in a work environment free of workplace harassment and violence
- Perform work in a safe manner, so as not to endanger oneself or others

- Adhere to the Occupational Health & Safety Act, Workplace Safety & Insurance Board Act, Human Rights Code and Employment Standards Act
- Participate in all training programs as required
- Work in a manner that preserves confidentiality and minimizes risk