

Date posted: January 7, 2026

Pay: CA\$37.00 per hour

Solutions Navigator

Job Description

Nature and Scope of Work

This is community outreach work in providing one-on-one support to those who are experiencing poverty to help them gain access to the services and programs to assist them to overcome barriers. The incumbent works with a wide variety of community social service agencies, including not-for profit organizations, government departments, libraries, community centres and First Nations. Considerable independence of judgement and action is exercised by the incumbent in carrying out the day to day duties and responsibilities of the work within the limits of established policies, procedures and guidelines.

Illustrative Examples of Work

- Meet one-on-one with individuals to co-create action plans and support them to navigate social service systems.
- Interact with community service agencies to obtain and provide information on services. Provide additional advocacy for individuals when necessary.
- Makes enquiries regarding services on behalf of individuals if they are unable to do so for themselves.
- Allocates emergency discretionary funds to individuals as needed in a fair and non-discriminatory manner.
- Maintains up-to-date information regarding relevant programs and services available in the community.
- Maintains collection of data for monthly statistics and reporting.
- May attend relevant committee meetings or community events.

Required Knowledge, Abilities & Skills

- Considerable knowledge of the practices, techniques and principles relating to social support work.
- Strong awareness of the care and discretion required to support individuals in crisis.
- Sound knowledge of North Shore social service agencies.
- Ability to communicate well (verbal and written), work independently, and with a diverse group of individuals.
- Demonstrates understanding, sensitivity and appreciation of diverse social and cultural contexts.
- Ability to prepare and maintain reports, records, statistics and files related to the work.
- Ability to adapt and take action in various situations.
- Sound computer, writing and research skills.

Desirable Training & Experience

- Bachelor's Degree in social services, psychology or related subjects supplemented by relevant work experience preferably in a counseling capacity; experience working with vulnerable populations; or equivalent combination of training and experience.
- Training in non-violent crisis intervention, mental health first aid, Safe Talk/ASSIST suicide prevention would be considered an asset.

Required Licenses, Certificates & Registrations

- BC Class 5 Driver's License and use of a car for work
- Emergency First Aid/CPR

Hours of Work

- Part-time - 20 hours per week
- Please note that schedule and hours are subject to change based on community needs.

Job Type: Part-time

Education:

- AEC / DEP or Skilled Trade Certificate (required)

Work Location: In person