



Position Title: **Family Navigator**

Reports to: Executive Director

Location: Kelowna BC

OVERVIEW

The Family Navigator is a key position within our frontline services team. This position is responsible for the seamless administrative support of our Child and Family Advocate and Resilient Families programming. The Family Navigator works closely with the team and with families accessing services at the CAC and is responsible for the coordination of daily activities of the Child Advocacy Centre.

RESPONSIBILITIES AND DUTIES

- Coordinate and manage the facility for families
- Conduit between frontline service provider and clients/families
- Provide backup support for childminding and related activities
- Connect with community service providers for information/referrals
- Provide backup to the Child and Family Advocate on an as needed basis
- Work directly with Child and Family Advocate to support family needs
- Develop and distribute weekly team meeting agenda
- Take and disseminate minutes of weekly team meeting
- Receive and direct phone calls
- Manage information within the client database
- Generate reports using database as required
- Create and file physical files
- Work with Child and Family Advocate to coordinate case conferences
- Performs administrative tasks as needed
- Actively participate in agency-wide initiatives when appropriate, including fundraising ventures and public presentation.

EDUCATION & UNDERSTANDING:

- Bachelor's degree in a related human/social service field.

EXPERIENCE:

- Two (2) years recent related experience or an equivalent combination of education, knowledge, training and experience.



COMPETENCIES & ATTRIBUTES:

- Exceptional verbal and written communication skills
- Strong planning, multi-tasking and organizational skills
- Well-developed administrative skills
- Advanced computer skills
- Strong ability to work effectively on a multi-disciplinary team
- Ability to provide culturally sensitive services
- Dedication, compassion, and drive to make a difference in child protection and your community
- The ability to work both independently and also work cooperatively within the agency and the broader community
- The ability to take initiative, work with minimal supervision, and meet deadlines
- The ability to set priorities on an ongoing basis and to cope with competing demands
- Must have strong relationship building skills to act as a liaison to partner and community agencies
- Must be comfortable with four-legged service providers
- Comfortable in a roll up your sleeves, all hands-on deck start-up environment

*Successful candidate must be able to successfully complete a RCMP enhanced security clearance.