



Métis Family Services

#312 – 7485 130

Street

Surrey, BC V3W 1H8

Telephone: (604) 584-6621

Fax: (604) 582-4820

Job Title:	Family Navigator – Full Time/Permanent		
Department	Child and Family Development		
Classification	Wage Grid: JJEP 12		
Reports to:	Child and Family Development Team Leader		
Date Prepared:	September 5, 2023	Closing Date:	Until Vacancy Filled

Job Summary:

The Family Navigator works with CYSN Social Workers to ensure that eligible Métis families are accessing supports and services for which the child and family are eligible. The Family Navigator educates families about available resources and facilitates the uptake of these resources by the family. The Family Navigator provides parenting skill building, emotional support and feedback to clients. The Family Navigator will be the primary contact to connect Métis families to needed CYSN programs and services. The Family Navigator will enhance capacity of Métis families to advocate for their children and youth in a self-determined way.

Reports to: Child and Family Development Team Leader

Key Duties and Responsibilities:

Under the direction of the Team Leader, the Family Navigator will work with families referred by CYSN Social Workers from a strengths-based, goal-oriented and culturally appropriate approach. The Family Navigator will work with 10 to 15 clients at a time for a period of twelve weeks to a year.

The Family Navigator will work in collaboration with CYSN Social Workers and care teams to support children and their families to establish eligibility for supports and services and then facilitate the uptake of said supports/services. They will explore families' natural support networks and community connections. The foundation of the work will be provided in a supportive and interactive manner, as well as being holistic and relationship-based (i.e. paying attention to the person's spiritual, physical, emotional, and mental well-being; working in ways that foster and honour relationships).

- Gathers information relevant to client's problem by interviewing, observing behaviour, meeting with caregivers, assessing barriers and outlining services available.
- Provides information on and referrals to other community service providers, resources and professionals as required, supporting and guiding families with documentation needs.
- Supports family-based intervention plans; participates in developing client service plans with the care team and other professionals.
- Provides support, guidance and problem-solving to clients and families related to family functionality; facilitates client uptake of supports and services.
- Provides parenting skill-building to clients on issues such as parent-child interaction, child development, discipline and guidance, and behaviour management.
- Assists families in understanding and navigating the assessment and diagnosis process.
- Helps families identify issues or gaps in service and support for the child/youth and explore ways to address them.

- Provides support with life transitions for the child/youth/family including assisting with changes to existing supports.
- Develops and implements culturally appropriate training and resources for the community to increase and improve the family's support system through appropriate referrals and navigation of services in a culturally safe and relevant manner.
- Works in collaboration with ASCD and AIDP consultants to promote and support development and to ensure the effective inclusion of children who require extra support.
- Provides emotional, direct support and feedback to parents and caregivers.
- Participates in integrated care team meetings and/or meets with professionals and social workers regularly to report clients' activities and progress and discusses case planning issues and concerns about improved children/youth experience and quality of life and development.
- Maintains related records and statistics. Produces reports such as intake, progress and discharge in accordance with established policies and guidelines.
- Liaises with other community services providers, partners, agencies and professionals to coordinate services and to ensure that the interests of clients are considered in decisions affecting them.
- Accompanies clients to meetings and appointments as required.
- Monitors client progress and well-being, evaluates effectiveness of the intervention and family plan and makes further recommendations prior to closure of file.
- Plans and conducts group educational sessions on topics related to family functioning where families experience improved stability and resilience to support their active inclusion in their communities.
- Provides transportation for clients as needed and in consultation with supervisor.
- Supports and attends other Agency programs and events such as Family Night, Kids' Winter Celebration, Family Photo Day, etc.
- Performs other duties as required.

Job Requirements

- Bachelor's degree in a related human / social service field
- Practical knowledge of support and services available to children and youth with support needs in Surrey/Delta/White Rock and provincially.
- Knowledge, understanding and appreciation of Indigenous cultures and how these impact the development of individuals and communities.
- Two (2) years recent job-related experience.

Job Skills and abilities:

- Good knowledge of Métis/Indigenous culture, experience and issues.
- Excellent oral, written facilitation and interpersonal communication skills.
- Demonstrated teamwork skills.
- Practical knowledge of supports and services available to children and youth with support needs in Surrey/Delta/White Rock and provincially.
- Good time and general management skills.
- Ability to work effectively with program staff, non-profit or publicly funded groups / agencies, MCFD and other organizations.
- May be required to work outside core business hours (evening and weekends).

Additional Information:

- This position requires the ability to function independently while managing multiple projects and deadlines including effectively managing emergency situations. Program delivery activities may require a moderate level of physical fitness to effectively carry out the duties of the position.
- Must have a Criminal Record Check completed by and satisfactory to Métis Family Services.
- Valid Class 5 Driver's License; Driver's Abstract and a reliable and safe vehicle.



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Core Competencies:

Indigenous Relations Behavioural Competencies:

- **Building and Trust-based Relationship** requires a fundamental understanding that “relationship” is the foundation from which all activities happen and that building a good relationship takes time and commitment. It is a willingness to build a personal relationship in addition to a professional one, participating in open exchanges of experiences and culture. It requires a genuine, non-controlling approach and relies upon demonstrated integrity and transparency. Building a trust-based relationship requires a high level of consciousness of the experience of Indigenous people. It assumes that strengths abound in Indigenous people, cultures, and communities.
- **Cultural Agility** is the ability to work respectfully, knowledgeably and effectively with Indigenous people. It is noticing and readily adapting to cultural uniqueness in order to create a sense of safety for all. It is openness to unfamiliar experiences, transforming feelings of nervousness or anxiety into curiosity and appreciation. It is examining one's own culture and worldview, and to notice their commonalities, and distinctions with Indigenous cultures, and worldviews. It is recognition of the ways that personal and professional values may conflict or align with those of Indigenous people. It is the capacity to relate to or allow for differing cultural perspectives and being willing to experience a personal shift in perspective. effectively to other people from diverse backgrounds with diverse views.
- **Sustained Learning and Development** means continually increasing your ability to build and maintain respectful and effective relationships with Indigenous people. Central to this competency is appreciating that there are many other cultural understandings of knowledge and ways of working that have legitimacy and deserve respect—and therefore require our continual learning and development, including direct exposure to cultural and community ways. It includes an eagerness to continually reflect upon and assess your own level of cultural agility and competence, self-awareness, and expertise. It means being willing to learn in new and different ways and appreciating how diverse ways of thinking and acting can ensure the success in supporting Indigenous self-determination.

Behavioural Competencies:

- **Service Orientation** implies a desire to identify and serve customers/clients, who may include the public, co-workers, other branches/divisions, other ministries/agencies, other government organizations, and non-government organizations. It means focusing one's efforts on discovering and meeting the needs of the customer/client.
- **Seeking and Using Feedback** involves recognizing that improving performance and authenticity can occur through a reciprocal relationship. This requires an acknowledgement that here is an opportunity for mutual learning and development and levels the field in what is brought to supervision. Reciprocal learning can require active listening and modeling personal change in order to foster trust.
- **Reflective Practice** is the ability to critically assess how one's values, beliefs, ethics and culture influence decisions and relationships. An ability to demonstrate exemplary behaviour and curiosity regarding the perspectives of others, results in appropriate boundaries and insightful practice.

- **Responsive Learning** is facilitated through multiple approaches to encourage a deepening and expanding of skill sets with a view to continuing to build expertise that result in improved individual and organization outcomes.
- **Handling Crisis** involves effectively managing risks and crises and handling public relations.
- **Results Driven** is being able to demonstrate the ability to achieve specific goals and objectives in one's work, and being able to show that they have the necessary skills and knowledge to do so. This is due to a specific set of skills, knowledge, and behaviors that are necessary for achieving desired outcomes or results in a particular job or role. It focuses on the ability to produce measurable, high-quality results that align with an organization's goals and objectives.
- **Process Orientation** places a priority on how things are done. It is a willingness to remain open and follow in new directions. It means setting aside mainstream ways of achieving results and instead following culturally respectful processes that also produce results. It is letting go of agendas or the need to control and trusting that the appropriate outcome will emerge from a good journey together. It means accepting that both the use of process orientation and a good relationship are concrete results.
- **Teamwork and Co-operation** is the ability to work co-operatively with diverse teams, work groups, and across the organization to achieve group and organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Decisive Insight** combines the ability to draw on one's own experience, knowledge and training and effectively problem-solve increasingly difficult and complex situations. It involves breaking down problems, tracing implications and recognizing patterns and connections that are not obviously related. It translates into identifying underlying issues and making the best decisions at the most appropriate time. At higher levels, the parameters upon which to base the decision become increasingly complex and ambiguous and call upon novel ways to think through issues.

Rate of pay: Wage Grid: JJEP 12 \$26.53 to \$30.45 (pending approval)

Start date: As soon as possible.

Please clearly state the position you are applying for and forward your **resume & cover letter** by email to: HR@metisfamilyservices.ca

This position requires union membership.

Metis Family Services thanks all applicants for their interest in this career opportunity; however, only those considered for the position will be contacted. No telephone inquiries please.