



EXTERNAL Job Postings

Job Description

Community Resource Lead (Navigator)

Requisition No:	01786
Posting Date:	01-05-2023
Posting End Date:	01-27-2023
Region:	Toronto
Schedule:	Full Time
Duration:	Permanent
Location:	Isabella Street
Expected Hires:	1
Minimum Salary:	
Maximum Salary:	
Employee Type:	Management
Hours per Week:	35
Contract Length:	
Team:	Equity, Diversity & Inclusion
Branch:	Equity, Diversity & Inclusion

POSITION

Community Resource Lead (Navigator) Equity, Diversity & Inclusion

Reporting to the Manager – Strategic Community Partnerships, this position is responsible for providing internal support to service teams on available programs, resource and service partners using a culturally specific lens within their communities.

MAJOR RESPONSIBILITIES

1. Acts as the primary point of contact for service teams for community resources referrals by identifying appropriate resources, programs and service providers for timely, relevant and culturally specific services to children, youth and families within their communities on a case-by-case basis.
2. Coordinates services for clients, including working with other CAS departments as necessary, and working to resolve issues related to waitlists with providers, including after-hours services and direct service as necessary.
3. Liaises with appropriate community agencies for continuous information gathering on community partners and offerings
4. Understands and clarifies stakeholder's concerns and request for support, while assessing cases for the purpose of evaluating the need for service, the nature of problem, and formulating recommendations or plans.
5. Assesses and approves new service partners via established process for approval of use by service teams as needed for all service types.
6. Establishes and maintains contact and relationships with all service partners, external stakeholders, vendors, community agencies, to obtain, provide or exchange information and resources in support of the community engagement goals
7. Oversees the CAST Partnership database management including data entry/update, integrity, reliability user support and reporting
8. Analyzes feedback provided from CAS teams to support remediation and engagement strategies development for enhancing partnerships and quality service.
9. Enhances workflow and communication pathways between parties by identifying barriers, and work towards creating new pathways to promote and optimize care for the client. This includes the clarification of referral criteria and identification of the resource that will best suit the need.
10. Ensures Society's Code of Ethics, Confidentiality, Anti-Oppression/ Anti-Racism, Harassment & Discrimination policies, etc. are incorporated into self and team.
11. Supports teams to reflect diversity, support differences and encourage different perspectives.
12. Uses sound judgment in consideration of financial resources within branch/departmental budget.
13. Ensures compliance with Society's financial policies and procedures.
14. Works in a safe manner in accordance with the society health and safety policies and procedures and all relevant legislation
15. Performs other duties as assigned

QUALIFICATIONS

Education and Experience

- A completed undergraduate degree in social work, equity studies, human rights, diversity, human resources, social services with education on multiple equity frameworks plus two year's relevance experience in community or social services; OR
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Knowledge and Skills

- Results orientation with a self-motivated bias for action, with strong critical thinking, and research skills.
- Understanding and demonstrated knowledge of the existence and impact of systemic and structural oppression on marginalized identities
- Well-developed client service skills including flexibility and patience to deal with a diverse clientele in a professional manner
- Exceptional ability to interact and build positive relationships with diverse communities and community organizations
- Excellent interpersonal, time management and organizational skills
- Knowledge of and demonstrated proficiency on computer applications including but not limited to SharePoint, MS Outlook, Word, PowerPoint, and Excel
- Demonstrated understanding of equity, diversity, inclusion, AOAR, anti-Black racism, anticolonialism and anti-Indigenous racism frameworks and theory as applied to communities, institutions and groups
- Understanding of various facets of equity including but not limited to: racism in all its forms, religious accommodation, ability/disability inclusion, Indigenous inclusion, 2SLGBTQ inclusion, ageism and anti-oppressive practice
- Previous related work experience and knowledge of community resources providing service to communities in the GTA
- Strong oral and written communication and presentation skills

Assets

- Training and facilitation skills
- Experience and proficiency in using social media
- Knowledge of current issues affecting the child welfare and community services sectors
- Knowledge of the Child, Youth and Family Service Act, Ministry guidelines, Society policies and procedures
- Proficiency in French &/or a second language.

OTHER INFORMATION

Accommodation at CAST

We are committed to a selection process and work environment that is inclusive and barrier free. Accommodation will be provided in accordance with the Ontario Human Rights Code. Applicants need to make any accommodation requests for the interview or selection process known in advance by contacting the Human Resources Department at 416-924-4640 x2300. Human Resources will work together with the hiring committee to arrange reasonable and appropriate accommodation for the selection process which will enable you to be assessed in a fair and equitable manner.

Equity Hiring Strategy and Application Process

The Children's Aid Society of Toronto (CAS of Toronto) is committed to building a skilled workforce that reflects the population of Toronto as well as the diverse communities we serve. For this specific career opportunity to support our Equity Hiring Strategy, CAS of Toronto is inviting applications from qualified individuals who self-identify as being part of one or more of the following under-represented groups:

- racialized (visible minority)
- 2SLGBTQ+
- persons with disabilities

This initiative is deemed to be a Special Program under the Ontario Human Rights Code.

During the online application process, applicants will have the opportunity to complete the Employment Equity questionnaire, to indicate if they self-identify as being part of one or more of the above under-represented groups. Answering the questionnaire is voluntary and all responses will be kept confidential and used only for the purposes outlined in this program. If the questionnaire is not completed by an applicant, they will not be considered as being from an equity seeking group.

The information collected will help us identify qualified applicants from the listed under-represented groups for this specific opportunity as part of our Equity Hiring Strategy. In addition, information provided will be used to understand the diversity of candidates that apply to roles within CAS of Toronto. A summary of the responses to this questionnaire will be used to help assess application trends and inform the development of enhanced and future recruitment programs which are equitable and accessible.

Qualified applicants who are interested in this opportunity can apply for position by submitting their application consisting of a cover letter and resume by clicking the Apply button below (at www.torontocas.ca/careers), by fax (416-324-2400), or mail (30

Isabella Street, 5th Floor) to the attention of Human Resources.

Applications must be received in the Human Resources Department, **NO LATER THAN 11:59 PM on FRIDAY JANUARY 27, 2023.**