



Nova Scotia Native Women's Association

JOB DESCRIPTION

JOB TITLE: Crisis Navigator, Jane Paul Centre

REPORTS TO: Director of The Jane Paul Indigenous Women's Resource Centre (JPC)

POSITION OVERVIEW: The Crisis Navigator is responsible for providing supports and community referrals for JPC clients in crisis situations.

RESPONSIBILITIES/DUTIES:

- Serve as a first contact for JPC clients and conduct intake to determine client needs and appropriate supports.
- Provide client-centered, culturally based wrap around supports to assist JPC clients in obtaining income supports, and other community services/resources to facilitate obtaining or retaining housing; accessing community legal, medical, financial assistance, housing, employment, mental health, food security, transportation and other internal and external referral services.
- Develop strong relationships with partnering agencies in order to enhance support mechanisms for clients.
- Share client suggestions for programs and services with JPC staff.
- Identify gaps and advocate for programs and services to fill the needs.
- Serve as an advocate for JPC clients re: access to services, enhancing cultural sensitivity and respect.
- Promote Mi'kmaq beliefs, values, language, and traditions.
- Provide services to clients at a time and location which best meets their needs, which includes evenings and weekends as directed by Director JPC.
- Participate in JPC events.
- Ability to manage stress, including creating and implementing a self care plan.

- Be honest, trustworthy, respectful, empathic, motivating, reliable, enthusiastic, and flexible.
- Strong social skills with the ability to operate with diplomacy, tact, and empathy.
- Maintain high level of confidentiality.
- Demonstrate sound work ethics.
- Other related duties as requested.

QUALIFICATIONS

- Diploma or Degree in Human Services would be considered an asset.
- 2 Years experience working with at risk Indigenous people.
- Demonstrated knowledge sensitivity and awareness of the history culture and unique needs of Indigenous people.
- Understanding and empathetic to Indigenous women and girls impacted by Human Trafficking and other forms of gender-based violence.
- Ability to effectively communicate in both oral and written form paying attention to details and accuracy. Ability to effectively communicate in Mi'kmaq will be considered an asset
- Established network of Indigenous communities and organizations in Nova Scotia both on and off reserve and extensive knowledge of the services they provide.
- Ability to work with high needs at risk Indigenous peoples utilizing trauma informed harm reduction approaches.
- Strong computer literacy skills including experience working with Word, Excel and video communications such as Teams etc. and other office equipment.
- Strong time management, organizational skills, including the ability to efficiently prioritize and manage multiple tasks.
- Proven ability to complete projects according to outlined scope, budget, and timeline.
- Proven ability to be a team player with experience working with others to develop a timeline, create schedules, and oversee progress to make sure goals are met on time.
- Ability to manage complex and highly confidential information and maintain strict confidentiality.
- Ability to proactively identify issues, adapt and recommend suitable solutions.
- Valid driver's license, reliable vehicle is an asset and the ability to travel throughout the province including overnight stays.
- Criminal Record Check – Vulnerable Sector and Child Abuse Registry.

Resumes can be submitted to:

humanresources@nsnwa.net