



Regina Work Preparation Centre

Job Title: Intake/Service Navigator

Job Purpose

The Intake/Service Navigator will work collaboratively with the Case Managers and Computer Resource Facilitator to assess an individual's service needs and navigation plan to drive the vocational services that play a critical role in supporting participants to successfully participate in the labour market. They are responsible for providing career related assessment and counselling that assists in developing and implementing individual education and employment plan. Other service areas include the development and delivery of group programming, building skills and readiness across the employability dimensions and facilitating referrals to training programs, employment and educational opportunities and community resources.

Primary Duties and Responsibilities

Organizational:

- Commitment to work in a culture of change with a willingness to improve.
- Work with all team members to achieve organizational mission, vision, mandate and strategic priorities.
- Actively participate in organizational strategic visioning and planning.
- Actively participate in organizational activities including community involvement, volunteering and/or resource development.
- Represent and promote the organization in the community through community and employer partnerships, and participation in stakeholder meetings and working groups.
- Utilizing program experience, knowledge and evaluation, identify gaps in service and present ideas for organizational growth to Team Lead.

Financial:

- Support clients in achieving action plan activities by providing access to employment supports and work placements within available financial resources.
- Understand and complete all financial documentation that support both participant and professional expenditures in a timely manner.

Professional Development:

- Work with Team Lead to identify, understand and monitor expectations, and strategies for successful outcomes.
- Actively participate in organizational professional development opportunities and evaluations.
- Stay current in organizational core modalities, practicing and integrating them into service delivery and team communication and support.

Case Management:

- Gather information about individual motivation and readiness for change, strengths and assets, needs and challenges, interests and goals to inform intake and assessment.
- Understand and utilize available vocational assessments and be able to interpret results to inform participant assessments and action plans.
- Work collaboratively with participants to develop, implement and monitor progress of mutually agreed upon, strength based action plans.
- Work collaboratively with fellow team members to coordinate access to interventions identified in individual action plans.
- Provide client centered case management services that support individuals in gaining current, relevant labour market information to support the development of suitable and relevant vocational goals.
- Provide client centered case management services that support the acquisition of life and employability skills, and the development of self marketing tools that are identified in individual action plans.
- Provide client centered case management services that support the acquisition of job search skills and an understanding of job search navigation.
- Research, understand and maintain knowledge of community resources and other support services available to participants from community partners and other agencies.

Customer Service

- **Speaking Skills:** Steer conversations toward a positive outcome with the use of positive language. Stays positive and turns problems into solutions to build quality service experiences.
- **Empathy:** Approaches each person with the goal of understanding their emotions and point of view.
- **Adaptability:** Works directly in the public and requires the mental flexibility to respond to a variety of situations in a way that fits for each individual.
- **Communication:** Is approachable, professional and upbeat. Is clear, confident and practices active listening using reflections and reframing to gain understanding and demonstrate empathy.
- **Attentiveness:** Is fully present and respectful. Maintains eye contact, speaks clearly, greets every individual and does a post check-in at the end of each interaction. Offers compelling information that leads to conversations and additional services.
- **Self-Control:** Remains calm, patient, positive and professional.
- **Takes Responsibility:** Strives to resolve the issue in a single interaction by taking responsibility for how the solution occurs.
- **Time Management:** Is attentive to the ebbs and flows of working in the public. Is organized and prepared to manage the priorities, regular requests and the unexpected.

Reporting and Evaluation:

- Ensure the effective, efficient and confidential collection, processing and reporting of quality case files, reports and information requirements.

- Prepare for, and participate in regular activity monitors and evaluations with Team Lead and Director of Programs
- Work with Team Lead to evaluate the provision of programs and services for the purpose of learning, growth and development of yourself, your team, the program and the organization.
- Understand and abide by organizational and governmental security regulations and protocols.

Knowledge, skills and abilities

- Knowledge of employment and educational programs
- Knowledge of career counselling theory and practice
- Knowledge of vocational assessments
- Ability to develop supportive working relationships with clients from various cultural, economic and social backgrounds
- Ability to plan, organize and research
- Able to work effectively within a team environment
- Strong oral and written communication skills
- Knowledge of regional, provincial and global labour market needs and trends including the Future of Work.
- Digital Literacy - Proficient in Microsoft office Suite, Internet and e-mail
- Ability to develop marketing and learning content on a variety of social media platforms including: LinkedIn, Facebook, Websites, Instagram, Snapchat and Twitter.

Reporting: Team Lead

Education & Experience

- Undergraduate degree in social work, social sciences or related field
- Reality Therapy Certified or a commitment to pursue Certification.
- Motivation Interviewing and Stages of Change Training or a commitment to pursue.
- Minimum two years experience in career counselling, particularly in the human service sector and in community based organizations
- Experience working with clients from various cultural, economic and social backgrounds

A combination of education and experience may be accepted.

Reporting to: Team Lead

Position: Full Time

Compensation:

- \$47,497 annually
- Employer contribution to RRSP
- Extended health and dental benefits, Life, AD&D and Disability Insurance after 6 months.
- Scheduled day off every 3 weeks.

We are an equal opportunity employer with Human Resource practices that support the recruitment, hiring and retention of a diversified workforce.