



Toronto Military Family Resource Centre
Notice of Recruitment

Family Navigator
Full Time

Position	Family Navigator
Reports To	Executive Director
Date Posted	28 November 2025
Closing Date	Posting will remain open until vacancy is filled
Salary	\$37.10 / hr; \$72,345 / annum

To apply, please submit a letter of interest that indicates how you meet the position requirements, supported by your resume, to recruiting@TorontoMFRC.ca

TORONTO MFRC

Toronto Military Family Resource Centre (TMFRC), is a provincially incorporated not-for-profit, charitable organization focused on the delivery of services, resources and supports to empower the local Canadian Military community to meet their needs. We are located in the area of Downsview Park in North York and are easily accessible by public transit with free parking on site.

Role Description

Reporting to the Executive Director, the **Family Navigator** will establish and maintain a support network and develop pathways to service for military and Veteran families residing throughout the Greater Toronto Area. The Family Navigator will be knowledgeable of and build relationships with both military and civilian social service organizations and will collaborate with a multi-disciplinary team to provide information, coaching and case management support for families navigating the challenges and transitions of the military lifestyle.

This is a full time position, commencing as soon as possible. This is a bargaining unit position, classified at Level 2.

Primary Responsibilities

- Provide centralized intake interviews for individuals/families seeking, and accessing services at TMFRC;
- Assess family circumstances and needs within the context of military lifestyle challenges and transitions, and the domains of wellbeing;
- Work closely with the Centre's mental health team to provide support/referral to families in high stress situations;
- Develop family centered service pathways that address family needs through TMFRC services and supports or community referral;

- Provide support, coaching and case management for families navigating service sectors and systems;
- Provide follow-up with families to ensure referrals have been utilized and are meeting the family's needs and provide ongoing support to families as required;
- Develop, deliver, and facilitate information sessions, educational workshops and peer-support groups;
- Research, develop and maintain service/resource inventory;
- Develop and maintain strong partnerships with both civilian and military organizations and stakeholders, and work in collaboration to establish referral pathways to programs, services, resources, and activities that address the challenges and transitions associated with the military lifestyle and the domains of wellness;
- Act as subject matter expert and facilitate the education of community-based service sectors on the unique aspects, challenges and transitions associated with the military lifestyle;
- Identify gaps in services and develop recommendations to address the unique needs of the military lifestyle;
- Support the promotion of TMFRC services to the military community throughout the Greater Toronto Area;
- Maintain open communication with colleagues across MFRC network to facilitate resource sharing and continuity of service provided;
- Document client information and activities within Customer Relationship Management system (i.e. Penelope);
- Demonstrate a high level of diligence with respect to record keeping and protection of sensitive, confidential information;
- Participate in service development, data collection, evaluation and continuous quality improvement activities;
- Coordinate the collection of statistical data pertaining to each activity and service provided, and ensure all data is reported as requested;
- Evaluate services both formally and informally on an ongoing basis in alignment with the TMFRC's overall evaluation plan and develop annual goals that are outcome-based and measurable;
- Participate in the budget development for services, and resources;
- Demonstrate a commitment to continuous professional development;
- Work collaboratively with team members and leadership.

Required Qualifications

- Completion of a Bachelor's Degree in Social Work, Human Services or Mental Health Services discipline, OR
- Completion of a College Diploma in Social Services, AND/OR
- Extensive personal experience navigating the unique lifestyle challenges facing Canadian military families;
- Relevant experience in a customer service or social service setting;
- Proficient use of Microsoft Office 365 applications;
- Clear Police Check/Vulnerable Sector Search and Enhanced Reliability Security Clearance (facilitated by employer);
- Verbal and written proficiency in English language.

Assets

The following skillsets will be considered an asset:

- Certification in Mental Health First Aid, Suicide Intervention, Crisis Intervention;
- Understanding of the unique lifestyle challenges facing Canadian Armed Forces families;
- Verbal and written proficiency in French language.

Work Environment

- This is a full-time (37.5hrs/wk), permanent position, based on successful completion of probationary period.
- Typical hours are 8:00am – 4:00pm, however hours may flex based on the needs of the organization and families being served, and may require occasional work on evenings/weekends.
- Location of work: Toronto Military Family Resource Centre, located at 5 Yukon Lane, North York.
- May require some local travel within the Greater Toronto Area.

What We Offer You

- A workplace within a beautiful, purpose-built facility conveniently located near Downsview Park, shops and restaurants, with free parking and easy access to TTC and Go Transit;
- On-site child care services (fee for service; ages 0 – 6);
- Eight hour shifts with a one hour lunch break, with indoor/outdoor spaces for breaks;
- 3 weeks of paid vacation per year, to start;
- 18 days of paid personal/sick leave per year;
- 12 paid statutory holidays, plus 2 half day paid holidays in December;
- A work environment that is dedicated to the wellbeing of children and families, those of our team members and of the families we serve;
- Health Benefit Plan including limited coverage for: Dental, Vision, Prescription Medication, Allied Health Services (ex. Physiotherapy, chiropractor, massage, social work, psychology); Short and Long Term Disability coverage; Life Insurance; Employee Assistance Program;
- Employer Matched Group RRSP;
- The opportunity to be a part of the Canadian Military and Veteran Family Community.

Toronto Military Family Resource Centre is committed to developing a highly skilled and diverse workforce that reflects the diversity of the military and Veteran family community that we serve. We welcome and will accommodate applications from individuals of all abilities.