

EDMONTON MILITARY FAMILY RESOURCE CENTRE

JOB DESCRIPTION



POSITION:
Family Navigator - Absences

CATEGORY:
Full Time (37.5 hrs per week)

REPORTS TO:
Deputy Director/Program Manager

SALARY RANGE:
\$56,269

SUMMARY:

This position is responsible to the Deputy Director/Program Manager for liaising with other internal and external stakeholders to establish a support network and develop pathways to service for military families throughout the greater Edmonton region. The Family Navigator- Absences will be knowledgeable of and build relationships with both military and civilian service organizations and will collaborate with a multi-disciplinary team to provide support to military families while they navigate the challenges associated with absences. The position will be responsible for the implementation and delivery of absence support programs and services for CAF family members before, during and after periods of separation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Referral and Navigation:

- Serve as a point of contact for families experiencing work-related absences by providing information and helping them navigate local services.
- Initiate and conduct warm calls to families experiencing work-related absences.
- Provide information and tangible support to families and refer to appropriate programs and services offered by the MFRC and community service providers.
- Maintain and update resources related to challenges faced before, during and after periods of separation; including information packages and family support plans.
- Follow up with families to ensure information and referrals provided have been used and are meeting the family's needs.
- Provide navigational assistance to families in support of challenges attributable to absences.
- Develop, promote, and maintain outreach initiatives that connect the MFRC to military families living on base and in outlying communities.
- Deliver briefings and workshops related to challenges faced before, during and after periods of separation.
- Conduct community orientations, information sessions and briefings.
- Keep up to date on local community trends, needs, and perspectives, and share that knowledge with the MFRC.

Program and Service Development:

- Develop and implement the Family Navigation-Absences plan in concert with MFS logic model to primarily support Level 1 information and awareness services for the military community dealing with absence related challenges.
- Develop and implement the Family Navigation-Absences plan in concert with MFS logic model to primarily support Level 2 navigational support services for the military community dealing with absence related challenges.
- Work with other MFRC team members to identify gaps in programs and support services for families dealing with absence related challenges.
- Develop program/service objectives that are outcome-based and measurable in accordance with the MFRC's agency evaluation and performance tracking plan.
- Coordinate and execute special events and activities that enable community building.
- Collect and report on statistics and demographic information in a way that ensures client confidentiality, in accordance with the MFRC's agency statistical systems.
- Review, compile and maintain a list of resources and services that meet military families' unique needs.
- Ensure all client services and programming follow evidence-based practices.

Community engagement:

- Develop and maintain partnerships with community groups, support agencies, schools, and other organizations to enhance service delivery to CAF families.
- Develop networking opportunities within the military community, other MFRCs, and the larger community as required to create and maintain a network of resources and referrals for families.
- Establish and maintain partnerships with both military and civilian agencies to ensure a coordinated approach to program and service delivery.
- Actively engage with stakeholders, through participation in committees and working groups.
- Educate local community organizations on the unique aspects of military family life.
- Provide community organizations and service providers with up-to-date information about MFRC.
- Listen and respond to community input and ensure the Deputy Director and Executive Director are advised on any issues that may positively or negatively reflect on the MFRC.

Other:

- Input, review and maintain client intake and family registration data in a Client Relationship Management System.
- Willing and able to work flexible hours, including evenings and weekends.
- Consider and alert to management any risk management issues related to program area.
- Attend and participate in meetings and committee work and fundraising events as requested.
- Contribute information to assist with marketing and awareness campaigns.
- Work with the communications team to develop resources for families, including print documents, social media/web content, videos, and presentations.
- Undertake any secondary tasking and responsibilities deemed necessary for the efficient operation of the organization and its programs and services.

COMPETENCIES AND BEHAVIOURS:

To successfully meet the requirements of the position, the following competencies and behaviours must be demonstrated:

- Believe in and practice the mission, vision, and goals of the MFRC
- Represent the MFRC in a professional manner
- Able to work as a positive member of the team, facilitating a team environment through personal behaviour, work contributions and the sharing of experience and knowledge
- Able to meet deadlines in a timely and efficient manner
- Effective interpersonal skills under all types of conditions, exhibiting a supportive, positive approach
- Maintain a high degree of personal initiative with good planning and organizational skills
- Maintain timely and accurate files and case notes
- Able to adjust to ever changing needs and handle multi-tasks efficiently
- Able to be sensitive and tactful in dealing with people under stressful conditions
- Possess excellent customer service skills.
- Able to work independently and as a member of an interdisciplinary team

DESIRED KNOWLEDGE, EXPERIENCE AND EDUCATION:

- Degree or diploma in social services, human services or a related field, or a demonstrated combination of education and training with several years of experience in providing human/family services frontline support.
- Excellent computer skills, and proficient in Microsoft Office
- Preference is given to those fluent in both official languages
- Knowledge of the unique challenges of the military lifestyle is an asset
- Must possess a valid driver's license.
- Successful completion of a clear Vulnerable Sector Criminal Records Check and a clear Child Welfare Intervention Check