



JOB DESCRIPTION

Position Title:	Intake and Service Navigator
Reports to:	Counselling Program Coordinator
Hours of work:	32 hours a week Monday – Thursday between the hours of 8:30 am to 5:00 pm
Location:	Victoria, BC,
Term:	Permanent, full-time in office role
Salary:	\$50,000 - 55,000 per year

Bridges has been providing life-change through our healing, education, and employment programs since 1988. Our services are open to all women (transgender and cisgender), non-binary, and two-spirit people who identify as a part of the women's community and who have been impacted by violence or trauma at any time in their lives. We aim to support those coming to our programs reclaim their voices and personal autonomy, as they learn to achieve financial independence and security in rebuilding their lives.

We acknowledge with respect the traditional territories on which Bridges for Women is located are the lands of the Ləkʷəŋən peoples (Esquimalt and Songhees nations). We also offer programs and services in the territories of the WSÁNEĆ (Pauquachin, Tsartlip, Tsawout, and Tseycum nations), Malahat (Mill Bay), Pacheedaht (Port Renfrew), Scia'new (Beecher Bay), and T'Sou-ke (Sooke) peoples. We also deliver online programs in the traditional territories of the Kwakwaka'wakw, Nuuchahnulth and Coast Salish peoples.

Position Summary:

The Intake and Service Navigator (ISN) serves as the initial contact for assessing individuals' eligibility for services or program participation. If individuals do not qualify for Bridges available services, the ISN helps them connect with other agencies that align with their service needs. As an integral part of an interdisciplinary team, the ISN assists clients and program participants by linking them with additional support as needed, promoting their wellness and success within the program.

Responsibilities:

Intake, Case Management and Referral Services:

- Handles initial inquiries to the Society providing information regarding programs and services via phone, email and in person.

- Conducts intake interviews and assessments for individuals who have experienced trauma and may be living with mental and physical health challenges such as complex PTSD, depression, anxiety, addiction issues, grief and loss, anger, and chronic illness
- Refers potential participants to region-specific resources such as housing, addictions recovery, legal advice, victim services support, in-depth counselling, parenting support, food, clothing
- Communicates with prospective program participants about the outcome of their intake interview for individual and group services
- Coordinates registration and supports for Camosun College School of Access upgrading classes, delivered in partnership with Bridges; liaises closely with the Camosun instructor regarding enrollment, participation and outcomes
- Remains current on information related to Society program offerings and eligibility criteria
- Engages in crisis intervention, assessing suicide risk, creating safety plans, partnering with other community resources, as needed
- Participates in case conferencing and clinical debriefing with a multi-disciplinary staff team
- Collaborates with the Service Coordination Team to assess and revise intake and referral procedures and processes as needed

Service Navigation / Community Outreach

- Maintains regular and ongoing communication with regional community referral partners ensuring they are up to date on new program offerings and existing program start dates
- Seeks out and schedules in-service visits with community referral partners and delivers presentation to staff and / or potential program participants
- Invites community referral partners into Bridges for meetings and tours of the program spaces
- Collaborates with the Service Coordination Team to create outreach and promotional materials, including web and social media content aimed at potential program participants
- Participates in the research, engagement and attendance at wider community outreach events, with the aim of increasing public awareness of Bridges programs and services
- Participates in community-based presentations, and engages in speaking events as required

Data reporting

- Organizes and maintains client intake systems and client follow up using Bridges data management software
- Completes monthly intake and referral reporting as required
- Maintains the community referral contact database

Qualifications & Experience:

- Bachelor's degree in social work, with registration with a professional counselling or social work association. Other post-secondary qualifications in the social services sector with a relevant combination of experience may be considered.
- A minimum of 2 years of recent experience in a multi-service, community based non-profit organization
- Specialized training and education in trauma-informed approaches such as, person-centred, mindfulness, cognitive behavioural therapy, narrative therapy, integrative mind/body/spirit approaches, somatic psychotherapy, and career and life planning
- Demonstrated understanding of issues specific to Indigenous women such as intergenerational impacts of residential schools, colonization, discrimination, and isolation
- Experience with intake, assessment, crisis intervention and safety planning
- Demonstrated skills in service development and implementation
- A vulnerable sector criminal record check is a requirement for this position.

Knowledge, Skills and Abilities:

- A strong belief in Bridges for Women Society's mission and core values
- Ability to create safety and build rapport with marginalized individuals who have experienced trauma, including cis women, trans women, and non-binary individuals
- Working knowledge of providing community-based support services through a trauma-skilled intersectional feminist lens
- Experiential knowledge of the various community services in the Greater Victoria Area
- Understanding the importance of confidentiality and the privacy and protection of personal information and the sensitive nature of the Society's work
- Excellent written and oral communication skills with an ability to find resolution in conflict and effectiveness in stressful situations.
- Demonstrated skills in community engagement and relationship building practices including an ability to build supportive, compassionate working relationships with people from diverse backgrounds
- Proficient in information and organizational technology, with expertise in utilizing specialized database systems, MS Office software and managing confidential client databases and client files
- Working knowledge and comfort in the use of virtual technologies in providing therapeutic services
- A drivers abstract and access to a reliable vehicle is preferred

We aim to have the Bridges staff team reflect the participants we serve. We encourage self-identified women, non-binary people, and two-spirit people who identify with the women's

community to join our team. We value diversity and lived experience, and (enthusiastically) welcome applicants who identify as Indigenous, racialized, a person with a disability, and/or a member of the LGBTQ+ community