



Position Title: Service Navigation Specialist

Program/Service: Huddle

Labour Class:

Union: MAHCP

Date: November 2023

Education/Training Required:

1. Bachelor's Degree in a related field, including: Social Work, Psychiatric Nursing, Occupational Therapy, Counselling or other
2. Registration with applicable College required

Position Summary:

- A. Counselling and Support to Youth
- B. Program Development and Promotion
- C. Interagency Networking and Partnerships
- D. Quality Improvement and Client Safety
- E. Integration, Collaboration & Teamwork

Responsibilities:

- A. Counselling and Support to Youth
  - a. Obtains psychosocial and health history/performs intake as appropriate
  - b. Provide support to students, parents/guardians and families

- c. Provides assessment (where applicable), as well as referral to school, Huddle, and external resources
- d. Support school communities and caregivers to access supports in the areas of counselling, mental health / addictions, employment services and primary medical care, bridging school, community and home
- e. Create satellite Huddle sites in Winnipeg School Division schools
- f. Identify and collaborate with previously established youth run school leadership groups (GSAs, Sources of Strength groups, cultural groups)
- g. Work within families and community systems as required to consult and navigate supports
- h. Provides counselling, advocacy and referrals
- i. Collaborates effectively with clients, families/caregivers, providers and community agencies as needed per PHIA and The Protecting Children Information Sharing Act
- j. Ensures timely and accurate documentation of client care using EMR per documentation standards

## B. Program Development and Promotion

- a. Collaborates with Huddle teams and school teams on innovative youth programming including group facilitation, events, and other youth initiatives.
- b. Promotes Huddle at schools, community events, and online social media channels
- c. Attends related program planning and evaluation team meetings and adheres to appropriate data collection and reporting practices.

## C. Interagency Networking and Partnerships

- a. Form a strong collaborative relationship with each of the Manitoba Huddle Sites;
- b. Directly link the Huddle services with Winnipeg School Division school support teams;
- c. Ongoing communication and education to Winnipeg School Division Support teams on Huddle Services and part of the communication strategy (website, social media platforms, newsletters, staff meetings, meet the teacher) to ensure all WSD school communities and caregivers are aware of the Service Navigation Specialist and the Huddles;
- d. Collaborate with all levels of Winnipeg School Division administration, departments and school communities to identify needs and work with the Huddles to co-create supports (for instance newcomer mental health supports);
- e. Work with the Huddles to identify opportunities to bring Huddle services into a variety of schools to remove the barrier to access (can include counselling supports, cultural activities, and other initiatives);
- f. Provide professional development opportunities to Winnipeg School Divisions staff, students and caregivers as required on resource awareness, information events;
- g. Work with the Huddles and Winnipeg School Division to eliminate barriers to services; (including transportation, hours of operation);
- h. Actively seek out interagency and community resources and partnerships to support youth
- i. Participate on related interagency committees and youth mental health initiatives
- j. Promote Huddle to community partners and related agencies.
- k. Acts as a resource to NorWest, Huddle and School programs and community partners.

#### D. Quality Improvement and Patient/Client Safety

- a. Ensure client/customer centered approach to care.
- b. Participate in Client/Patient Safety initiatives.
- c. Ensure ethical conduct and practice in daily work.
- d. Ensures accurate and timely data/statistical collection and reporting per funding agreements and reporting practices.
- e. Collect data on service navigation interventions, connecting with students, families and schools, and measure outcomes and impact from service delivery model.
- f. Ensure confidentiality of all client information per PHIA.
- g. Ensure confidentiality and privacy of Staff, Volunteers and Board members per PIPEDA.
- h. Ensure use of evidence-based practice in daily work.
- i. Use respectful communication and approach with clients and staff.
- j. Actively participate in program development and evaluation as required.
- k. Responsible to prepare for and engage in supervision and participates in debriefing as required.

#### E. Integration, Collaboration & Teamwork

- a. Act as resource and contact for school support teams
- b.
- c. Ensure daily collaborative approach and teamwork.
- d. Actively participate on on designated internal committees and projects.

- e. Communicates/shares relevant information with team members in a timely and appropriate manner.

**Experience Required:**

- A. Minimum one year of experience doing similar work, in areas of counselling, clinical service or service navigation.
- B. Knowledge of the education system and experience working with children, youth and families;
- C. Experience working collaboratively in inclusive and diverse environments;
- D. Experience with youth mental health and addictions;

**Personal Qualifications/Characteristics Required:**

- A. Ability to work with families/ communities from a systems and/or human ecological approach;
- B. Collaborating and liaising with diverse, multiple systems and collateral agencies including the education system;
- C. Identifying, assessing and coordinating needs;
- D. Project management, data collection, measuring impact of service delivery;
- E. Strong understanding and experience working with diverse communities and from an inclusion framework;
- F. Effective and strong counselling and communication skills;
- G. Ability to work in teams but also independently;
- H. Commitment to reconciliation and decolonizing practices.
- I. Up to date knowledge of IT/social media use and knowledge of MS Office; EMR experience an asset.
- J. Valid driver's license and access to a vehicle

K. Subject to Police Records Check (including vulnerable persons)

**Licenses/Registrations:**

Registration with applicable College required.

Approval:

\_\_\_\_\_  
Coordinator

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Executive Director

\_\_\_\_\_  
Date