



SUMMARY

NAVIGATOR/ OFFICE ASSISTANT

(fuller job description to follow)

Wage Rate: \$27.00/per hour x 35 hours /week

An Indigenous After Crisis Navigator (half-time) and Office Assistant (half-time) is a dual-role position that blends direct community support with administrative coordination. In the After Crisis Navigator role, the individual provides culturally grounded follow-up to Indigenous individuals and families after a crisis, offering emotional support, safety planning, system navigation, and connections to community, health, and social services while honoring traditional values and practices. In the Office Assistant role, they support daily operations through scheduling, record-keeping, communication, data entry, and coordination of meetings and events. Together, these responsibilities strengthen both frontline care and organizational effectiveness, ensuring responsive, culturally respectful support and smooth program operations.

. Crisis Follow-Up & Client Support

- Provide culturally grounded follow-up support to individuals and families after a crisis.
- Conduct safety planning and wellness check-ins.
- Offer emotional support using trauma-informed and culturally responsive approaches.
- Maintain confidential client records and documentation.

2. System Navigation & Advocacy

- Assist clients in accessing health, mental health, housing, justice, child welfare, and social services.
- Advocate on behalf of clients when engaging with external agencies.
- Support referrals and coordinate care with service providers.
- Help clients understand their rights and available resources.

3. Cultural Connection & Community Engagement

- Incorporate Indigenous cultural teachings, traditions, and community practices into support plans.
 - Facilitate connections to Elders, Knowledge Keepers, and cultural programming.
 - Participate in community outreach, education, and awareness initiatives.
 - Promote holistic wellness grounded in Indigenous values.
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4. Administrative & Office Operations

- Provide front-line reception support and respond to phone/email inquiries.
 - Maintain scheduling, filing systems, and confidential records.
 - Prepare correspondence, reports, and basic program documentation.
 - Support meeting coordination, minutes, and event logistics.
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5. Program Coordination & Reporting

- Track service data and assist with reporting requirements.
- Support funding documentation and program evaluations.
- Maintain resource directories and referral lists. Contribute to team meetings, planning, and continuous improvement efforts.