



Position Title: Community Connections Navigator (2 contract positions)

Organizational Profile:

Since 1986 North York Harvest Food Bank has been the primary food bank in northern Toronto. Last year, we distributed over 2 million pounds of food through our 35 member agencies running over 70 community programs.

An independent, charitable organization, we envision a community where all members are able to meet their food needs. Our mission is to engage our community in meeting the food needs of northern Toronto by providing dignified food assistance, education, focused advocacy, and long-term food solutions. We believe in access and inclusion, collaboration, integrity, and excellence.

Position Summary:

The Community Connections Navigator will provide both virtual and in-person community information and referrals at North York Harvest Food Banks Community Food Spaces. This position will work closely with our Community Food Space Managers to support referral needs of the organization, as well as work to strengthen community partnerships.

Reporting Relationship:

The Community Connections Navigator will report to the Senior Manager, Programs Services. This role has no direct reports.

Hours:

37.5 hours per week for 52 weeks

Compensation:

Salary Range is \$44,508-\$52,375, plus 3% fixed-term contract premium, plus comprehensive Extended Health and Dental benefits, three weeks paid vacation.

Key Responsibilities:

- Provide information & referral services which include intake, assessment, case management with both short and long term goals, and follow up support, as needed
- Work closely with Food Space Managers to ensure a well-coordinated service system
- Develop and maintain strong professional relationships with community service organizations across the North York.
- Maintain excellent and timely documentation, files, and related reports and data entry
- Traveling extensively between our Community Food Space sites

- Maintain up-to-date information on community information, resources & referrals
- Attending staff meeting, community and network meetings and taking part in professional development opportunities and trainings, as needed
- Staying informed about issues and trends related to food security, poverty, policy etc. that may affect our network and client base
- Actively contributing to a supportive and inclusive team that works together efficiently, effectively and respectfully
- Other duties as assigned
- Some evening and weekend work may be required

COVID-19 Requirements:

- Required to work both remotely and onsite. Resources and equipment to work remotely will be loaned to the employee and must be returned at the end or termination of employment.
- To be able to work remotely, the incumbent must have access to a stable internet connection.
- In order to work on site, candidates must be willing to follow NYH's covid-19 protocol at the time.

Qualifications:

- University or college education in social work or related field, or equivalent education, training and/or professional experience
- Minimum of 1-year referral or case management experience
- Strong assessment and engagement skills
- Ability to work in multiple office and community settings, in shared space and artificial lighting
- Strong organizational skills
- Understanding of the social determinants of health
- Demonstrable attention to detail
- Excellent time management skills
- Experience working with volunteers
- Experience working with diverse communities
- Knowledge of poverty, food security issues and social services in Toronto
- Knowledge of anti-oppression principles
- Strong communication skills and ability to work as a team
- Ability to exercise good judgment, problem solving, and flexibility in response to changing situations and needs
- Computer skills (MS Office, Excel, Internet, data entry, Google Apps and Gmail)
- Ability to work well with minimal supervision
- Ability to work in multiple office and community settings, in shared space and artificial lighting
- Ability to work evenings or occasional weekends as required
- Fluency in a second language an asset (Ukrainian, Tagalog, Russian, Arabic, Mandarin, Farsi, Spanish, Hindi)
- Familiarity with northern Toronto is an asset

All interested candidates should submit a cover letter and resume to Mandy Ridley, Senior Manager at mandy@northyorkharvest.com by Friday March 10th, 2023.

Applicants must be legally eligible to work in Canada.

NYHFB is committed to employment equity and encourages applicants from equity-seeking/equity-deserving groups. We recognize that lived experience is as valuable as formal education and as such encourage members of the NYHFB community to apply (employees, volunteers, community partners, and/or clients). We strive for a workplace that reflects the diversity of the community we serve and in which we live.

NYHFB has an accommodation process in place. Applicants requiring accommodation because of a disability or medical need are asked to make their needs known in advance. Information received related to accommodation requests will be treated with confidentiality.

We welcome all applicants, however only those invited for an interview will be contacted.