**Intake/Navigator Job Posting**

Application deadline – February 28, 2025

**Location:** District of Muskoka

**Job Description:**

**Intake/System Navigator**

MiND-AID is growing to meet the increasing demand for our services in Muskoka and surrounding area. We are looking for someone who has a passion for supporting children , teens and young adults in getting connected to the care, services and resources they need to feel and be their best selves. This position consists of two separate roles and will fluctuate between the two roles as needed, depending on demand. As a first point of contact for young people and guardians reaching out to MiND-AID for help, the Intake part of this role will require communication via email, text, phone online video chat or in person, to learn more about each person’s needs and goals, in an effort to prepare each for the next step. The Navigator part of the role is the second step and determines a menu of options of care suitable to each young person’s unique circumstances, based on information shared during the Intake process. The client-led journey of each young person supported may require assistance by way of advocacy, supported connections to care/services, accompaniment to meetings and appointments, or the facilitation of the forming of a circle of care including other providers. The Intake/Navigator may also participate in community outreach through various MiND-AID programs.

**Duties**

* Communicate with young people and guardians in need of support, as well as any referring agencies and providers within the greater community network
* Understand, use and update MiND-AID’s internal resource guide
* Record detailed client case notes in a secure online database, conduct surveys, collect and organize stats
* Work as part of MiND-AID’s small dynamic Navigation team, coordinating schedules, client caseloads and traveling across the District of Muskoka as needed
* Attend events and travel with the Mobile Youth Wellness Hub team, delivering integrated youth services at schools, various locations and youth gatherings
* Host virtual and in-person meetings with other providers, youth and parents/guardians
* Regularly evaluate programs & components to measure successes and challenges
* Other duties as assigned

**Skills**

* Driven, independent and passionate about youth mental health and wellness
* People skills and a natural ability to connect with youth (pre-teens, teens and young adults) and parents/guardians
* Ability to demonstrate respect, kindness, patience and warmth in all interactions with clients, while strongly advocating with diplomacy within the greater service network and each client’s circle of care
* Strong understanding of youth mental health/wellness, service pathways, processes, terminology, and local related resources, services, care and offerings
* Strong writing and communication fluency
* Strong self organization, flexible problem solving, strategic thinking, resourcefulness and a ‘can-do’ attitude
* A compassionate and empathetic approach to working with all those around you, including young people in our network, coworkers, and other stakeholders
* Ability to implement roadmaps and workplans to accomplish program objectives

**Qualifications**

* Post-secondary education in relevant discipline is an asset
* 1-2 years of experience working in youth/family health & wellness, system navigation, advocacy and/or case coordination (clinical experience an asset but not necessary)
* Mental Health First Aid and DEI training or equivalent is an asset
* Lived experience is an asset
* Clean vulnerable sector police check

**Position Type:** Full Time

**Salary:** $28-$30 per hour

**Reports to:** Program Manager and/or Executive Director

**Location:** Work mostly from home, also remotely, in community spaces and on the mobile youth wellness hub

This position offers a health benefits account package.

**To apply, send your resume and cover letter to mail@mindaidmuskoka.com with the subject line “Intake/Navigator”.**

**About MiND-AID**

MiND-AID is a locally-founded and small but fast-growing charitable organization dedicated to supporting young people under he age of 30 and their guardians, We specialize in System Navigation, but also manage a local Mobile Integrated Youth Services Hub, deliver workshops and training in the community, and oversee a new local Youth Advisory Committee.

**OUR MISSION**

**Assisting young people (and guardians) in navigating and obtaining care and resources related to mental health and wellness, while providing psychoeducation to build a supportive greater community in Muskoka.**

**OUR VISION**

**A community where all young people have clear pathways to all they need to have healthy and hopeful minds.**