



**IS SEEKING TWO PART- TIME
BLACK MOBILE SERVICE NAVIGATORS
GOAL FOCUSED TEAM MEMBERS**

Position Title: Black Mobile Service Navigator - Black Community Mental Wellness - A Way Forward

Location: Hybrid (On-site, within the community, work from home), Evenings and some weekends will be required

Reports To: Black Health Manager, Newmarket African Caribbean Canadian Association

Job Type: Part-time, fixed term contract 2 positions available – 1 position - 30 hours

Salary Range: Starting at \$28-\$34.05 per hour

NACCA's mental health model is rooted in holistic, healing centered, Afri-centric, and culturally responsive care. Offering a range of prevention, early intervention, harm reduction, and recovery-oriented services, to assist youth and their families/caregivers in reducing harm, moving toward recovery, and making healthy choices for themselves and their family. The program places focus on the full spectrum of social determinants of health and is grounded in shared community values. The service also recognizes the resiliency and strength, cultural diversity, and intersectional experiences of Black youth and families.

Position Overview:

In this new position, The Black Mobile System Navigator is a dynamic and impactful role designed to provide mobile, on-the-ground support for Black individuals and families community members in York Region as they navigate critical services like healthcare, social services, legal resources, housing, education, child welfare and other community-based services. The navigator will work directly with clients in their communities, offering personalized support and ensuring access to necessary resources. By providing services outside traditional office settings, this role focuses on meeting individuals where they are and reducing barriers to accessing essential services. The program utilizes a trauma-informed, anti-Black racism and anti-oppressive framework.

The Black Service Navigator role is individually tailored to respond to the lived experiences of anti-Black racism, and systemic oppression that Black youth and families are subjected to. The model recognizes that mental health services have historically, and presently, harmed Black and Indigenous peoples. We recognize that access to these Services, even though these services will be Black-led, still exist within Services that perpetuate anti-Black racism, colonialism, and patriarchy. We recognize that access to these Services can be unsafe, and much of the work is to provide culturally safe, strength-based, resourceful, healing centered, and low barrier care. The program delivers supportive and accessible counselling sessions tailored to meet the needs of Black and of African descent peoples. The Black System Navigator will foster an environment of trust, education, and empowerment, ensuring that clients are connected to the services they need to improve their well-being.

Key Responsibilities:

Mobile Client Support & Navigation

- Provide on-site, mobile assistance to Black individuals and families, helping them access and navigate healthcare, social services, legal resources, housing, and more.
- Conduct assessments and case management to determine the specific needs of clients, then work with them to develop action plans for accessing relevant services.
- Assist clients in completing applications, securing documentation, and addressing eligibility requirements for various programs (e.g., public benefits, healthcare, housing assistance).
- Help clients overcome logistical barriers to service access, such as transportation, digital literacy, and financial obstacles.
- Be a strong advocate of system transformation to ensure that existing Service become more culturally safe and accessible to Black communities
- Help create and facilitate workshops and trainings for Black children, youth and families in the community

Community Outreach & Engagement

- Foster relationships with community-based organizations, local service providers, and Black community groups to enhance access to resources and promote available services.
- Promote awareness of available services through community engagement efforts, including on-the-ground outreach, informational sessions, and grassroots organizing.
- Establish trust and rapport with community members through active listening and understanding of the unique social and cultural needs of Black communities.

Advocacy & Empowerment

- Advocate for Black individuals and families by acting as a liaison between clients and service providers, ensuring clients' needs are met and their voices are heard.
- Educate clients on their rights, service options, and strategies for navigating complex Service, empowering them to make informed decisions.
- Promote culturally competent, sensitive care and services that address the unique experiences and needs of Black individuals.

Resource Coordination & Referral

- Identify and connect clients with available resources in the community, including mental health services, housing assistance, legal aid, financial support programs, and healthcare services.
- Continue to build and maintain a comprehensive, up-to-date resource directory of services tailored to Black communities.
- Monitor client progress and offer follow-up support, ensuring clients remain connected to the resources they need.

Crisis Intervention and Support

- Provide immediate support and intervention for clients experiencing mental health crises or urgent situations within working hours.
- Offer referrals to appropriate emergency services, psychiatric care, or community resources as needed.
- Collaborate with other healthcare providers, social services, and community organizations to ensure comprehensive support during crises.



Mobile Data Collection & Reporting

- Maintain accurate and confidential client records and case notes, documenting all interactions and referrals in compliance with privacy regulations.
- Track key performance indicators (KPIs) related to service access, outcomes, and community engagement.
- Provide regular reports to leadership on program effectiveness, client needs, and areas for service improvement.

Collaboration & Partnership

- Work collaboratively with community partners, social service agencies, healthcare providers, and other stakeholders to ensure holistic support for clients.
- Participate in community coalition meetings and initiatives aimed at addressing systemic issues and advocating for racial equity in service delivery.

Qualifications:

Education

- Bachelor's degree in social work, human services, public health, or a related field. Equivalent work experience may be considered in lieu of formal education.

Experience

- Minimum of 2 years of experience in community outreach, case management, social services, or related fields, preferably within Black or underserved communities.
- Experience in providing services in a mobile or field-based setting is preferred.

Skills & Competencies

- Strong communication and interpersonal skills, with the ability to engage effectively with diverse individuals and build rapport within the community.
- In-depth knowledge of Service and services available to Black communities, including healthcare, social services, legal resources, and public assistance programs.
- Ability to work independently and manage multiple tasks while delivering high-quality, client-centered services.
- Empathy, patience, and a non-judgmental approach to supporting individuals in challenging situations.
- Strong organizational and time management skills, with the ability to navigate dynamic environments and manage caseloads.

Transportation and Valid License Requirement

- The Black Mobile Service Navigator position requires the ability to travel within the local community to meet clients, attend meetings, and engage with community partners.
- As such, a valid driver's license and access to reliable transportation are essential for this role.
- The candidate must be able to navigate between service locations, client homes, and outreach sites efficiently and independently.
- Travel may also include occasional evening or weekend hours for community events or client appointments.



Preferred Qualifications

- Experience with trauma-informed care practices and knowledge of the unique challenges faced by Black communities.
- Actively support NACCA's core competencies and the culture of equity consistent with NACCA's mission and vision.
- Registered and in good standing with the Ontario College of Social Workers and Social Service Workers (OCSWSSW) as a social Worker, the College of Registered Psychotherapists of Ontario (CBPO) or the College of Occupational Therapists of Ontario
- Fluency in additional languages spoken in the community, such as French, or an African language is an asset.
- Knowledge of York Region is an asset.
- Experience with community mobilization or grassroots organizing.
- Carry out other duties as may be assigned from time to time

Work Environment

- This position will primarily involve working in the field, with mobile outreach to clients in their communities, homes, or local service locations.
- Flexibility in hours may be required, including occasional evening or weekend work to accommodate individual/family's schedules and community events.
- May participate in York Hills working groups and quality improvement initiatives that specifically address access to competent care for Black populations.
- Will participate in team-based projects as required to build greater capacity in resources for Black children/youth and families in York Region.
- Attend regular NACCA mental health team meetings and Supervision with NACCA

How to Apply:

Application and Hiring Process

Qualified applicants should forward a cover letter and resume indicating "Application for Black Mobile Service Navigator" in the subject line to: hr@naccacommunity.ca

Successful candidates will require a vulnerable sector check and designation in good standing with a regulatory body such as RSW/RP/CCC etc.

NACCA is an equal opportunity employer and encourages applications from all qualified candidates. For more detailed information about the Newmarket African Caribbean Canadian Association, please visit www.naccacommunity.ca

Recruitment Team

NACCA Hiring Team will be accepting applications until **Apr 4, 2025**.

Only those candidates invited for an interview will be contacted.

The Newmarket African Caribbean Canadian Association (NACCA) is committed to providing strong leadership for our diverse resident Black community, especially Black youth. We serve the Newmarket and surrounding areas. Our work is informed and deeply rooted in the key principles of the Nguzo Saba.