

Family Navigator

Division: 5

Job Band: 11

Job Summary:

Under the direction of the District Principal and Program Coordinator, the Family Navigator will work with people of all ages and ethnicities, assisting in communicating and connecting parents to early years community supports through direct contact, social media, events and printed materials. The Family Navigator will work in collaboration with the Chilliwack School District's Early Learning Department and with program delivery to connect parents to community and School District opportunities.

Duties and Responsibilities:

- Primary focus will be working with families and children ages 0-6, especially of navigation with families for accessing services.
- Gathers information relevant to the client's needs and reviews the information to identify challenges, needs and risks.
- Build trusting relationships with families and community, including Indigenous community, and encourage access to supports.
- Support families accessing basic supports, such as nutritious food, safe shelter, medical care and mental health services.
- Provides information on and referral to other community service providers, resources
- and professionals as required.
- Provides skill building in areas such as parenting skills or self-management techniques that will support the emotional well-being of families.
- Liaises with community service providers and professionals to coordinate service provision, facilitates referrals to program and represents the School District at external events.
- Promotes public awareness for the early learning opportunities such as producing promotional materials, facilitating and attending community events.
- Support transition to Kindergarten by assisting with the completion of appropriate paperwork and liaising with the school district staff and administration, on behalf of the families.
- Maintain a high level of confidentiality in all matters related to clients and community partners.
- Complete all mandatory learning requirements.
- Act as the co-chair when needed, in a subcommittee related to early years services in the community.
- Performs other assigned comparable duties which are within the scope of knowledge, skills and ability of this position.
- Administers First Aid when required.

Originated: June 19, 2023

Revised: June 6, 2024

Equipment Used:

Computer, photocopier, audio and video equipment, telephone, calculator and other office and classroom related equipment.

Required Knowledge, Ability, Skills:

- Bachelor's Degree in Social Service or related human services field.
- Two (2) to three (3) years of previous experience with families with young children.
- Knowledge of child development specifically in early years development and demonstrated ability to work with children and families.
- Knowledge of Early Learning Framework.
- Knowledge of the community resources, programs and services.
- Proven ability to work with Indigenous community and to work through a truth and reconciliation process.
- Proven ability to understand cultural diversity and communicate effectively when language barriers are present.
- Proven ability to establish and maintain effective work relationships with all internal and external contacts by using tact, diplomacy and human relations skills for highly sensitive issues for such purposes as influencing, persuading or securing the cooperation of others.
- Demonstrated evidence of strong communication and advocacy skills (verbal, written and electronic formats) and ability to work as part of a team with colleagues, parents and children.
- Strong collaborative skills to work with community partners.
- Proficiency with basic digital literacy, internet safety and the ability to maintain confidentiality of sensitive information is required.
- Proficiency with Microsoft Office programs including Excel.
- Experience implementing educational learning programs.
- Ability to work independently with strong time management, problem-solving and organizational skills.
- Ability to be flexible and work with minimal supervision.
- Valid First Aid and CPR Certificate.
- Valid BC Driver's License and a reliable vehicle with appropriate insurance.
- A clear Criminal Record Check, to be updated every five (5) years.