

Family Navigator – Student Services

Division: 5

Job Band: 11

Job Summary:

Under the direction of the District Principal of student services, the Student Services Family Navigator (Bridge Team) will work with families of students who are struggling to attend school regularly. This position will involve direct outreach to families in order to establish trust and determine barriers to school attendance. If barriers can be supported by community supports, the Family Navigator – Student Services (FNSS) will facilitate this connection to community agencies and support systems. The (FNSS) will also work with the family to remove barriers to school attendance. This may include accompanying the student to school, connecting them with their school team, supporting a school re-entry plan, and facilitating transportation. The Family Navigator will work on the Student Services Bridge Team.

Duties and Responsibilities:

- Primary focus will be working with families and children who are struggling with school engagement.
- Navigation with families for accessing services in the community.
- 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 connection to skill building groups offered in the community 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 programs.
- Support transition to middle school by assisting with the articulation process between elementary and middle school.
- 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.
- Performs other assigned comparable duties which are within the scope of knowledge, skills and ability of this position.

Originated: April 22, 2024
Revised: June 3, 2024

Equipment Used:

Computer, photocopier access, cell phone

Required Knowledge, Ability, Skills:

- A four (4) year Degree in Social Work or related human services field.
- Two (2) to three (3) years of previous experience with child & youth support work.
- Demonstrated ability to work with children and families.
- Demonstrated ability to collaborate with school staff to support student engagement.
- Knowledge of referral paths to 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 basic graphic design programs including Excel.
- Ability to work independently with strong time management, problem-solving and organizational skills.
- Ability to be flexible and work with minimal supervision.
- Valid BC Driver's License and a reliable vehicle with appropriate insurance.
- A clear Criminal Record Check, to be updated every five (5) years.