



DNSSAB IS HIRING!

Supporting Human Services in Our Community

The DNSSAB helps people put an affordable roof over their heads, makes sure ambulances take them to hospital when needed, assists in finding affordable childcare, and is there when a little support can make a world of difference during a difficult time.

BULLETIN NO.: D2025-11

SALARY: \$61,368.57 to \$73,426.27

POSITION: Ontario Works System Navigator and
Community Liaison

LOCATION: North Bay, ON

DURATION: Permanent Full-Time (Unilingual)

Duties:

Under the supervision of the Ontario Works Supervisor, the Ontario Works System Navigator and Community Liaison will assist the Ontario Works team with achieving outcomes working with individuals with complex needs who have demonstrated an inability to follow through with tasks, have difficulty with self-navigation and self-management and need increased support to attach to services both internally and in the community. This position will assist individuals to move forward through a combination of supports embracing a person-centered, strengths based holistic model working cooperatively and collaboratively with community partners.

Qualifications:

- Completion of a two (2) diploma or degree in a Social Science field.
- Two years relevant experience within the last 5 years working with vulnerable adults with complex life challenges such as trauma, homelessness, poverty, mental health, addiction, isolation, criminal justice system involvement, etc.
- Demonstrated ability to work collaboratively with community partners.
- Demonstrated ability to work effectively independently within a variety of community settings.
- Ability to establish and maintain professional boundaries.
- Understanding of cultural safety and cultural competency for Indigenous/Racialized populations.
- Good working knowledge of the Ontario Works Act & Regulations.
- Ability to assess, analyze, manage and resolve complex situations.
- General knowledge of client-centered mental health and addictions interventions, and practice methods.
- In depth knowledge of community resources, treatment centres, social service networks and organizations and ability to navigate through a complex network of services.
- Sound knowledge of de-escalation techniques and crisis management.
- Good verbal and written communication skills, motivational skills and conflict resolution skills; excellent customer service skills.
- Able to identify when an external referral is required to address the client's needs.
- Proficiency in the use of computers and computer applications such as Microsoft Office Suite.
- Working knowledge of the Ontario Works Social Assistance Management System preferred.
- General knowledge of the full range of programs delivered by DNSSAB including Ontario Works, Children's Services, Housing Programs and Housing Operations.
- Must possess a valid Ontario Driver's License and have a vehicle available for use on the job.
- Respect confidentiality.

Full-Time Permanent Employees Enjoy:

- OMERS Pension Plan
- Health, Dental, Vision, Life and Long-term Disability (LTD) Benefits
- Generous Vacation Entitlement
- Paid Sick Days
- Employee Assistance Program
- Wellness Activities
- Annual Staff Development Day
- Long-Service & Retirement Recognition
- A Psychologically Safe Workspace
- The Right to Disconnect
- Commitment to Diversity & Inclusion

Must be legally eligible to work in Canada. Police Record Check within three (3) months is a requirement.

Applications for the above position will **only** be accepted through the **Plum Recruitment** Tool up to **3:00PM, Wednesday, February 19th, 2025**. Please follow this link <https://bit.ly/4guoz2j> to apply now! You will be required to create a profile and complete an assessment prior to uploading your cover letter and resume. Your profile will allow you to stand out from your fellow applicants for your unique skillset. See how bright your future could be. Come join our team and help make a difference in the lives of the people we serve!

DNSSAB is an equal opportunity employer. In accordance with DNSSAB's Accessibility Policy, accommodations will be provided in all parts of the hiring process. Applicants are encouraged to make their needs known to Human Resources in advance.