



## Employment Opportunity: Military Family Navigator

Who We Are: The North Bay MFRC is an independent, provincially incorporated not-for-profit organization located at 22 Wing CFB North Bay and primarily governed by a local volunteer Board of Directors. The North Bay MFRC receives most of its funding from Military Family Services (MFS), a division of the Canadian Forces Morale and Welfare Services Agency (CFMWS) within the Department of National Defence (DND).

Job Summary: This position is responsible for the development, implementation, and delivery of support services/programs that pertain to military life and the impact this lifestyle can have on a family. The Military Family Navigator must be familiar with the military family journey for the Canadian Armed Forces (CAF). The Military Family Navigator is responsible for providing tailored, individualized (person-centred) support or direct services to families and groups based on unique needs and specific situations resulting from the military lifestyle experiences of relocation, absences, and transitions. This position assists diverse families (with varying family structures) in navigating the services available to them within MFRCs, as well as creating opportunities for informal peer support. The position focuses on connecting with families and providing services or programs in response to unique needs or emerging trends in the military community. The job will entail facilitating programs to support military families, with requisite events and services for spouses, couples, children, or teens from military families. The role includes collaborating with the rest of the MFRC team and identifying relevant trends to guide the provision of support to enhance military family life in our catchment area. For more information about the North Bay MFRC, please visit: [www.northbaymfr.ca](http://www.northbaymfr.ca)

The Military Family Navigator reports to the MFRC Business Manager and ultimately the Executive Director. This is an indefinite, full-time position offering 37.5 hours weekly. Part-time positions may be considered at applicant preference. Compensation is to be determined; the annual salary will range between 48-58k (\$25-\$30 hourly) and will be commensurate with credentials, experience, and whether the successful candidate is bilingual. Priority for hiring is given to qualified individuals from within the military family community. Benefits: paid vacation and sick days, 3% RRSP matching for fulltime staff after 1<sup>st</sup> year, health and dental.

### Desired Knowledge, Education, and Experience

- **Proficiency in English and French is preferred.** Bilingual applicants would take priority over equally qualified unilingual applicants, however we encourage applications from any individuals, especially military spouses, who meet the position eligibility criteria regardless of language profile. Bilingual candidates may be tested to verify level of fluency during the final stage of the interview process.
- Knowledge of military or civilian agencies/organizations that can provide support to military families.
- Full understanding of the unique experiences faced by military families and the relevant MFRC programs and services, which enable quality referrals for families into related services and supports.
- Ability to apply a lens of Diversity, Equity, and Inclusion in the execution of responsibilities.
- Post-secondary education (in Child & Youth Studies, Community Development, Family Studies, Registered Early Childhood Education, or related education and experience) is a priority for hiring.
- Extensive experience working with children, youth, parents, and families in a not-for-profit setting.
- Minimum three years of experience in program development, implementation, and facilitation.
- Familiarity with Penelope or similar case management software for ease of input/recording data.
- Ability to use Canva, or similar graphic design platforms, to create appealing advertisements or content to better promote specific events or services through our newsletter or social media sites.

## Core Competencies and Behaviors

- Maintains professional, ethical, and privacy standards by observing the strictest confidentiality.
- Believes in the mission and values of the North Bay MFRC with a thorough understanding of CAF & USAF (United States Air Force) communities and challenges they face by way of the military lifestyle.
- Exhibits characteristics of warmth, empathy, humour, and a non-judgmental philosophy of care.
- Deliver services in a variety of methods (in-person, virtually, etc.) that best meet the needs of clients.
- Ability to work as a positive member of the North Bay MFRC team, facilitating a healthy environment through personal behavior, work contributions, and the sharing of experience and knowledge.
- Design and execute high-impact programs and services that meet the needs of a variety of military family personas at varying points in their journey (e.g. relocating into the community, transitioning into military life, experiencing absence) based on established data and evidence-informed practices.
- Specialized service delivery as assigned (e.g. programs for: child youth and teen, spouses, parents, welcome services and community integration, special needs inclusion, deployment support, etc.).
- Develop partnerships with community agencies, both locally at 22 Wing and throughout AOR for continuum of care for families to enhance services, address gaps in support, and avoid duplication.
- High degree of personal initiative and ability to work flexible hours (flexibility will be required to work occasional evenings or weekends to facilitate events, programs, or services for the families we serve).
- Able to collaborate with community partners effectively, efficient at public speaking in group settings.
- Maintain a high degree of time management, good planning, data recording, and organizational skills.
- Able to be energetic, resilient, and have a sense of humour when personal resources are challenged.
- Maintain a constant awareness of the “client” and exhibit recognition and appreciation of their needs and achieve results with positive outcomes for individuals and families seeking support/services.
- Ease of working with IT tools (Microsoft Office Suite, Internet, MS Teams, Web Ex, and Zoom etc.).
- The ability to work well both independently and in a collaborative team environment.
- Excellent interpersonal skills under all types of conditions, exhibiting a supportive, positive approach, and maintaining sensitivity, tact, and compassion when dealing with people in stressful situations.

## Special Requirements

- Adhere to all North Bay MFRC policies and procedures including privacy code and confidentiality.
- Participate/assist with all special events or additional duties when required by MFRC leadership.
- Provide proof of any applicable registration with the respective regulatory body if applicable.
- Occasional extended workday and/or occasional evening or weekend as required for service delivery.
- Ability to provide a clear criminal record check, obtain an enhanced reliability security clearance upon hiring, and successfully pass a vulnerable sector check screening (will accept VSC from last 6 months).
- Immunization record including a minimum of two COVID-19 vaccinations.
- Valid Driver’s license with access to a reliable vehicle for work related travel and requisite insurance.
- Thorough understanding of local military presence to effectively assist CAF/USAF families with access to relevant support services in our AOR (Area of Responsibility) throughout Northeastern Ontario.

**Application Closing Date: 26 Jul 2024**

**Start Date: ASAP or NLT (No Later Than) 03 Sept. 2024**

If you wish to become a member of our team, please submit both a cover letter and resume in PDF format, clearly demonstrating how you meet the desired qualifications stated above, to the email address below. Please include your preferred contact number and email address. We thank all applicants for their interest in this opportunity, however only those selected for interviews will receive a response to their submission.

Attention: Tessa Clermont, Executive Director

Email: [Tessa.clermont@forces.gc.ca](mailto:Tessa.clermont@forces.gc.ca)

The North Bay MFRC welcomes and encourages applications from people with disabilities. Upon request, accommodations can be made available for candidates taking part in all aspects of the selection process.