

## **MVISS INTAKE WORKER/NAVIGATOR**

### **(1 FTE POSITION – Indigenous preferred):**

The **METRO VANCOUVER INDIGENOUS SERVICES SOCIETY (MVISS)**, a subsidiary of the Metro Vancouver Aboriginal Executive Council (MVAEC) is seeking the following **Full-time Permanent Position** for a newly established Mental Wellness and Substance Use agency based in Vancouver, serving Vancouver/ Richmond/ North Shore. MVAEC was incorporated in 2009 and acts as a unified collective voice for the urban Aboriginal population in Metro Vancouver. MVISS was recently incorporated to respond to a request for proposals to establish these services. All positions are permanent full-time with group benefits. **ALL applicants must** be able to demonstrate they can provide culturally-based, trauma-informed practice. Substantial program model training will be provided to all staff in first 6 months.

#### **JOB DUTIES:**

The Intake Worker/Navigator (IWN) is a passionate, committed, welcoming individual, who will be one of the first contacts persons served meet when they approach MVISS for supports. The Intake Worker/Navigator (IWN) greets people approaching the agency or by taking their calls and providing a soothing, comforting manner to demonstrate a caring environment is available to them. The key role of the IWN is to speak to individuals and determine what their immediate needs are. The Navigator function is to provide guidance and knowledge of how to pursue other supports not offered by MVISS, without coming across as giving them the runaround. After the first meeting, the IWN will determine whether they see the Cultural Wellness Lead or a Cultural Wellness Facilitator/Counselor. The Cultural Wellness Lead provides the wisdom of a Traditional Knowledge Keeper and can provide an opportunity for the individual to tell us what is troubling them most.

The IWN also informs people of what to expect, what types of services MVISS offers, whether there are certain requirements for certain groups or whether there is waitlist for counseling. While every effort will be made to reduce waitlists significantly, in the event they do occur, the IWN will assist the individual to enrol in cultural wellness activities such as talking/healing circles, seeing the Cultural Wellness Lead, or finding 12-step and other support groups that may be of interest. If a referral to detox/daytox is needed, the IWN can provide this function as well. If residential treatment is requested, the IWN will assess what benefits may be available and work with the individual and a residential treatment center for admission.

The IWN also lets people know what their rights are, and reassures individual about the safeguards MVISS takes to protect privacy and confidentiality. Key information is required from the individual upon intake, in order to provide the Mental Wellness and Cultural Wellness Facilitators all pertinent information with which to design a care plan with them.

#### **Core Competencies:**

- **Agility:** Ability to anticipate, assess and readily adapt to changing priorities; maintain resilience in times of uncertainty; and effectively work in a changing environment.
- **Creative Problem Solving:** Ability to assess options and implications in new ways to achieve outcomes and solutions for young people.
- **Develops Networks:** Proactively build networks; and connect and build trust in relationships with different stakeholders.

- Build Collaborative Environments: Lead and contribute to the conditions and environments that allow people to work collaboratively and productively to achieve outcomes.
- Navigates Systems: Works closely with persons served to find the right external supports outside of MVISS' scope, such as getting in to the VGH Access and Assessment Centre; BC Mood Disorder Clinic; or dealing with prescription issues, coverage, or other matters related to the Non-Insured Health Benefits now managed through BC Pharmacare and available to status First Nations individuals.

### Qualifications

Undergraduate Degree **plus 2-3 years related experience**. Equivalencies may be considered, such as a Diploma in a relevant area of study and greater experience demonstrated of at least four years. Demonstrated experience and abilities in information gathering, assessment, de-escalation and negotiation are key in this role. Strong verbal, interpersonal and written communications skills are required to respond respectfully and professionally to inquiries from people of all ages and to provide timely and client focused services. Experience working with Indigenous healing services, substance use counseling services, mental wellness services, as well as strong knowledge of Indigenous cultural practices, are assets. Final Candidates will be required to undergo a Criminal Record Check, including an Enhanced Vulnerable Population Check.

### WORKING CONDITIONS

- The Intake Worker/Navigator (IWN) works in a healing supportive office environment;
- Hours will vary with some evenings, weekends, holidays, although standard hours will be 9am to 5pm Monday to Friday;
- Travel within Vancouver, Richmond and North Shore is required.

### HOW TO APPLY:

Applicants **MUST** provide a basic criminal records check once screened in, such as through ***mybackcheck.com*** (roughly 5-7 days for certificate) and later satisfy an enhanced vulnerable population clearance (this cost will be reimbursed). The nature of this agency is based on ***Indigenous Relational Care*** and ***Indigenous Cultures as the Intervention*** philosophies; is culturally-based and a trauma-informed practice. Attractive salaries and a group benefits package are offered. Relocation costs will be considered, as well as Secondments.

### Please provide:

- 1) ***Cover letter and resume*** detailing how you meet the requirements;
- 2) ***Self-identification as Indigenous***, if applicable; or how you can meet requirements if non-Indigenous, e.g. have worked X number of years with Indigenous people, acquired cultural competency/safety training, etc., and
- 3) ***Proof of professional affiliations*** in good standing.

If applying for more than one position, please indicate so ***in your cover letter***. For full job postings, please visit [www.mvaec.ca](http://www.mvaec.ca). ***While preferences will be given to Indigenous candidates***, a mix of experiences and backgrounds, including non-Indigenous persons in some positions may be considered. **Apply to [ceo@mvaec.ca](mailto:ceo@mvaec.ca). Competition Open until filled.** (updated May 22 2018)