



Position: Community Resource Navigator – Full Time, Part Time, Permanent, and/or Term positions available

Help Starts Here with 211 NS!

Our mission is to provide access to information, advocate for those in need, and encourage investment in social programs and services. We seek to ignite hope and foster human connection.

Who We Are

211 Nova Scotia is a not-for-profit, 24/7 connection to the programs and services that matter most to Nova Scotians. Through compassionate inquiry we help connect people to local community groups, non-profit and government organizations.

Our navigation team handles even the most complex and sensitive questions. Individuals seeking access to food, employment resources, mental health resources, in home supports, financial aid, newcomer programs, and so much more can connect with our highly trained team for appropriate information and referrals. The 211 service is free, confidential, accessible, and support is available in more than 240 languages. Visit www.ns.211.ca for additional information regarding our services.

Our Opportunity

Are you passionate about empowering others and quality client service?

Are you energetic, accountable, and innovative?

211 Nova Scotia has multiple opportunities for Community Resource Navigators to join our team in Dartmouth, Nova Scotia.

Working in a modern contact center environment, with a supportive, engaged, and vibrant team of professionals the **Community Resource Navigator** is responsible for:

- Managing phone calls, emails, texts, and on-line chat requests from Nova Scotians needing help and guidance
- Assessing an individual's human service needs through probing questions and active and empathetic listening
- Making and tracking referrals to one or more agencies or programs

Our team members present a professional image and exercise tact and compassion in a manner that respects the mission, vision, and values of 211 Nova Scotia.

Employees must be available to work on a variable shift schedule between the hours of 8am and 8pm, Monday to Friday.

Salary will be commensurate with qualifications and experience - when applicable our compensation plan includes competitive remuneration plus group health and retirement benefits.

Our Ideal Candidate

- ✓ You possess a bachelor's degree in Social Sciences or Human Services, or a related degree, coupled with a minimum of three years relevant experience, in a client service role (or equivalent combination of relevant education and experience)
- ✓ Your core strengths include attention to detail with well-developed writing/speaking skills, assessment, and communication skills
- ✓ You are quality driven, with a desire to truly help others
- ✓ You have a proven ability to multi-task, which, in our environment, involves making accurate assessments from sensitive information, performing on-line searches, and entering data, all while conversing with the caller
- ✓ Through work experience, or as a volunteer, you've demonstrated a desire and ability to help those in need, preferably through skills in empathetic listening and compassionate inquiry
- ✓ You are known to be flexible and willing to stretch into new skill areas and work opportunities.
- ✓ Bilingual in both the spoken and written English and French languages is an asset
- ✓ You are able to respond to new work demands on short notice, including working extended hours to accommodate hours of operation.

Do you see yourself as part of our team? Then we want to hear from you!

Our Commitment To You

We embrace and encourage our employees' diverse ages, national and ethnic origins, physical and intellectual abilities, races, gender identities and expressions, sexual orientations, family or marital status, languages, religions, socio-economic status, veteran status, and all the characteristics, including personalities and personal interests, that make our employees unique.

All applicants who are members of an employment equity group are encouraged to self-identify.

We support a safe workplace and have a commitment to following all public health requirements and guidance. Previous employment references and a current clean Criminal Reference Check will be required.

Please submit a cover letter highlighting your qualifications for this role, along with your resume, via email, to Hiring Manager at employment@ns.211.ca.

We thank all applicants in advance for their interest, however, only those selected for an interview will be contacted.