

EMPLOYMENT OPPORTUNITY

Human Service Navigator / Group Facilitator **Permanent full-time** **35 hours/week (salary range: \$28.00-\$32.00/hour)**

The Human Navigator plays a vital role in providing essential mental health support and system navigation to patrons visiting the Midland Public Library. This position involves working collaboratively with both the Library and CFS Counselling + Wellbeing to ensure that community members receive comprehensive support in improving their overall wellbeing. The role is structured to provide three days per week of onsite system navigation services within the library, alongside two days per week onsite in Barrie facilitating direct accountability programming as part of court diversion initiatives, supporting participants in achieving stability, meeting program expectations, and strengthening wellbeing outcomes.

The ideal candidate is an innovative and creative thinker with a passion for working with individuals impacted by poverty and complex life circumstances. They will possess strong interpersonal skills and a desire to engage in community-based work across both individual support and group facilitation environments. This person will be a self-starter with strong critical thinking skills and demonstrated experience working within collaborative partnerships and multidisciplinary teams.

Under the direction of the Community Wellbeing Lead, this position will:

- Provide system navigation, warm referrals, and support to patrons of the library.
- Respond to mental health crises within the library, providing immediate support and coordinating with appropriate resources.
- Work closely with Library staff to integrate mental health support into daily operations and provide training to library staff.
- Provide group programming to all Direct Accountability clients.
- Establish and maintain strong relationships with external social services agencies and healthcare providers.
- Maintain accurate and confidential client records, ensuring compliance with relevant legal and ethical standards.

Qualifications

- A Bachelor of Social Work Degree or an undergraduate degree and equivalent experience
- Professional designation with the OCSWSSW is considered an asset
- Working knowledge of relevant provincial legislation (e.g., Mental Health Act, Child and Family Services Act) pertaining to services provided by the agency
- Knowledge/experience working with evidence-based frameworks (e.g., CBT, DBT, Mindfulness) is considered an asset
- Experience working with, and extensive knowledge of, local community service agencies
- Demonstrated diplomacy and negotiation skills in client and system advocacy
- Excellent interpersonal, oral, and written communication skills

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- Proven ability to work as a team member
- Demonstrated ability to exercise sound judgement and decision-making skills
- Proficiency with Microsoft Office programs, Internet research and database systems
- Ability to provide services in a second language (in addition to English) is an asset
- Valid driver's licence and access to a reliable vehicle

About CFS

CFS Counselling + Wellbeing (CFS) is an accredited registered Canadian charity providing inclusive counselling, psychotherapy, and psycho-educational wellness programming via a mixed in-person and virtual delivery model. CFS is committed to professional services that reduce emotional distress, enhance personal wellbeing, and strengthen relationships.

Programs are available to everyone living and working in Simcoe County and the District of Muskoka. We strive to be inclusive of people of all abilities, religion, cultures, sexual orientation, and gender identity.

A Workplace of Excellence

CFS has a 45+ year history of community service. We are a Living Wage employer and a member of Family Service Ontario. The CFS team is committed to ensuring everyone in our community has access to the highest standards of professional care in an inclusive, spacer space. We are proud that our clients consistently report a satisfaction rating that exceeds 95%.

In a recent community consultation of our most engaged stakeholders – including staff, 91% gave us 4 or 5 stars (out of 5) for excellence in engagement.

As a full-time member of our staff, you will benefit from:

- Family-friendly policies and flexible work arrangements
- A focus on employee wellbeing with paid staff appreciation and retreat days
- Annual budgets for paid professional development and education opportunities
- Vacation and paid sick-day entitlements well above industry average

Interested?

If you're qualified and interested in joining our great team, we're interested in learning more about you.

Please submit cover letter and résumé by March 12th, 2026, at 5 p.m. to:

Jennifer Lloyd, Community Wellbeing Lead

jlloyd@cfssc.ca

We thank everyone for their application. Please note that only those selected for an interview will be contacted. Should you require accommodation at any point in the application process, please let us know.

