

**Position:** Community Resource Navigator Intern

**Hours of work:** 35 hours per week

**Job Type:** Temporary Full-time Contract (1 year)

### About 211 Northern Region:

211 Northern Region, a program of the Lakehead Social Planning Council (LSPC) has been in operation since 2008 and is the designated 211 information & referral service provider for Northern Ontario. 211 is a free helpline that connects individuals to community and social services by telephone (2-1-1), chat, email, and text. Contacts are responded to by 211 Navigators who help individuals connect with the wide range of government, community, non-clinical health, and social services using the 211 Database of Human Services, [www.211north.ca](http://www.211north.ca). 211 Northern Region also manages and provides access to the online database of human services available in Northern Ontario, including First Nations and designated Francophone communities.

### Description:

A 211 Navigator plays a crucial role in providing vital assistance to individuals needing help and seeking support. The primary responsibility is to respond to incoming contacts, including telephone calls, emails, chats, and text messages. Exceptional communication skills and empathy are required to conduct assessments to understand the unique needs of each individual and locate appropriate information and community-based referrals.

### Duties:

- Responds to incoming Ontario 211 system contacts (telephone, email, chat, text).
- Responds to Ontario 211 Speciality Lines as per protocol.
- Provides information and referral services while maintaining excellent customer service.
- Conducts assessments to determine inquirer needs.
- Searches the resource database to locate appropriate referrals
- Offers follow-up to individuals as mandated by protocol.
- Advocates on behalf of individuals as per protocol.
- Administers effective crisis intervention skills when/where appropriate.
- Meets and/or exceeds standard performance metrics.
- Assists in updating agency/service listings the resource database.
- Represents agency in the community through outreach activities, public presentations.
- Performs other duties as assigned.

### Qualifications:

- Understanding of local socio-economic challenges.
- Experience working with vulnerable, isolated populations.
- Ability to work independently as a self-learner and prioritize tasks.
- Flexibility to adapt to new tools and processes.
- Strong communication and problem-solving skills.

**Hours of Work:**

35 hours per week, Monday to Friday, with shifts between 7am and 9pm.

**Workplace Setting:**

This position is based in an office environment. The role involves collaboration with both in-person and remote team members, utilizing digital communication tools to coordinate tasks, participate in meetings, and ensure seamless workflow across all team locations.

**Additional Information:**

- Start as soon as possible
- Possible full-time opportunities
- \$21.00 per hour

**Application Process:**

For consideration for this position, please submit by email a resume and cover letter to Marie Klassen, Executive Director, [mklassen@lspc.ca](mailto:mklassen@lspc.ca).

*We thank all applicants for their interest; however, only those candidates selected for interviews will be contacted. As an equal opportunity employer, the LSPC encourages applications from all people including Indigenous peoples, persons with disabilities, and members of visible minority groups.*



*This opportunity is proudly supported by Northern Ontario Heritage Fund Corporation and is funded through the Workforce Development Program. Eligibility requirements of the program can be found here : <https://nohfc.ca/en/pages/programs/people-talent-program/workforce-development-stream>*