System Navigator & Community Outreach Worker

MiND-AID | Muskoka & Surrounding Area
Full-Time | 40 Hrs/Wk | Salaried | Hybrid Remote/Community-Based

Hiring Immediately

About MiND-AID

MiND-AID is a grassroots charitable organization born from a simple but powerful belief: no child, youth, young adult, or family should have to navigate mental health, addictions, healthcare, or life's challenges alone.

Rooted in compassion, innovation, and community, MiND-AID walks alongside children, youth, young adults, and families as they navigate often complex systems of care, while working to make those systems more accessible, connected, and responsive.

Through community-driven initiatives—including our **Mobile Youth Wellness Hub, "On the Road to Youth Wellness"**—MiND-AID brings support directly into communities across Muskoka and surrounding rural areas. We believe that asking for help should feel safe, accessing support should be easier, and no young person should have to figure everything out on their own.

Serving young people up to age 29, MiND-AID is helping create a future where every young person feels seen, heard, supported, and connected to the care they need.

Position Summary

MiND-AID is seeking a compassionate, approachable, and community-minded professional to join our team as a **Mental Health System Navigator & Community Outreach Coordinator**.

This role brings together two essential parts of our work: walking alongside young people and families as they navigate mental health and social service systems, and helping ensure that young people know where to turn for support in the first place.

The successful candidate will support client intake, identify individual needs, connect clients with appropriate services, and provide ongoing navigation and follow-up. They will also play an active role on the Mobile Youth Wellness Hub Team, bringing awareness and support into communities through outreach, community events, and public engagement.

During the winter season, when outdoor activities and mobile outreach may be more challenging, this role will help maintain MiND-AID's community presence through indoor events, information tables, presentations, and partnerships with local organizations.

This is an opportunity for someone who understands that sometimes the most important first step is simply making a connection—being a welcoming face, listening without judgment, helping someone find their next step, or letting a young person know that support is available.

We are looking for someone who can meet people where they are, build trust naturally, and bring warmth, creativity, and compassion to everything they do.

Employment Details

- **Position Type:** Full-Time, Salaried
- **Hours:** 40 hours per week
- **Annual Salary:** $62,400 CAD
- **Health Benefits Account:** $3,000 annually
- **Work Model:** Home-based, with flexible scheduling and regular community-based work
- **Location:** Muskoka and surrounding communities
- **Travel Requirements:** Regular travel for client meetings, Mobile Youth Wellness Hub stops, community outreach, partner meetings, and events throughout the region.

The position requires access to reliable transportation, comfort working independently, and a willingness to work in a variety of community settings. Some evening and weekend hours may be required to support community events and outreach activities.

Core Responsibilities

1. Walking Alongside Youth & Families: Client Intake and Mental Health System Navigation

- Serve as a welcoming first point of contact for young people and families seeking support through MiND-AID.
- Conduct compassionate, person-centred intakes to understand each client's needs, concerns, strengths, goals, and existing supports.

- Build trusting relationships that help clients feel comfortable sharing their experiences and asking for help.
- Help young people and families navigate:
    - Mental health and addictions services
    - Primary healthcare and other health services
    - Educational and developmental supports
    - Housing and homelessness prevention services
    - Employment, financial assistance, and life-skills resources
    - Neurodiversity-related supports
    - Indigenous, cultural, and community wellness services
- Connect clients with appropriate services through referrals, warm hand-offs, advocacy, and follow-up.
- Help clients understand their options, navigate waitlists and eligibility requirements, and overcome barriers to accessing care.
- Support transitions between services and help ensure clients do not fall through the cracks when one service ends and another is needed.
- Recognize when a client may need additional or urgent support and follow established safety, crisis response, and referral protocols.
- Maintain timely, accurate, and confidential client records in accordance with MiND-AID policies and applicable privacy requirements.

2. Bringing Wellness into the Community: Mobile Youth Wellness Hub Outreach

- Participate in MiND-AID's Mobile Youth Wellness Hub stops and community outreach activities throughout Muskoka and surrounding areas.
- Help create a welcoming, approachable, and youth-friendly environment wherever the Hub visits.
- Engage with young people, families, and community members to increase awareness of available supports and services.
- Share information about MiND-AID's programs, the Mobile Youth Wellness Hub, and local mental health and wellness resources.

- Help young people take the first step toward accessing support, whether that means answering a question, explaining available services, or connecting them with a navigator.
- Work collaboratively with MiND-AID staff, clinical providers, youth advisors, and community partners to support coordinated service delivery.
- Assist with the practical preparation, setup, and organization of outreach materials and youth activities.
- Gather community feedback and identify emerging needs, service gaps, and opportunities to improve access to support.

3. Winter Outreach & Community Event Engagement

- Maintain MiND-AID's visibility and community connections during the winter season through indoor outreach opportunities and community events.
- Plan, prepare, and staff MiND-AID information tables and displays at events, community gatherings, schools, recreation facilities, and other appropriate venues.
- Create engaging, accessible, and youth-friendly displays and activities that reflect MiND-AID's mission, programs, and brand.
- Develop and distribute informational materials about mental health, available services, the Mobile Youth Wellness Hub, and ways to access support.
- Build relationships with event organizers, local businesses, schools, service providers, and community groups to identify opportunities for outreach.
- Participate in seasonal campaigns, awareness initiatives, presentations, and community activities.
- Use creative, welcoming, and non-stigmatizing approaches to start conversations about mental health and wellness.
- Track outreach activities, community engagement, referrals, and opportunities for follow-up.

4. Building Relationships & Strengthening Community Connections

- Develop positive, collaborative relationships with youth-serving organizations, healthcare providers, schools, Indigenous organizations, municipal partners, and community agencies.

- Help community partners understand how MiND-AID can support young people and families.
- Maintain current knowledge of local services, programs, eligibility requirements, and referral pathways.
- Represent MiND-AID at community meetings, networking events, outreach activities, and collaborative initiatives.
- Identify opportunities to bring services closer to young people and reduce barriers associated with rural geography, transportation, stigma, and limited local resources.
- Help strengthen connections between the Mobile Youth Wellness Hub and the broader network of supports available throughout Muskoka.

5. Centering Youth, Families & Community

- Approach every interaction with respect, empathy, cultural humility, and an appreciation of each person's lived experience.
- Support meaningful youth and caregiver participation in MiND-AID programs and activities.
- Encourage young people to identify their own goals, make informed choices, and take an active role in their wellness journey.
- Help ensure outreach materials and activities are inclusive, accessible, and reflective of the diverse communities MiND-AID serves.
- Respect Indigenous knowledge, perspectives, and approaches to wellness, and support culturally safe connections to Indigenous-led services and community resources.
- Bring forward feedback from youth, families, and community members to help MiND-AID continuously improve its services.

6. Learning, Evaluation & Program Support

- Maintain accurate records of client intakes, navigation activities, referrals, follow-up, and outreach efforts.
- Track community events, engagement activities, and connections made through the Mobile Youth Wellness Hub.
- Support program evaluation, outcome tracking, and funder reporting.

- Identify recurring barriers to care and share insights that can help improve service pathways and community access.
- Contribute to team meetings, program planning, and continuous improvement initiatives.
- Support MiND-AID's broader goal of building a more connected, accessible, and responsive youth wellness system throughout Muskoka.

Qualifications

- Degree or diploma in Social Work, Child and Youth Care, Psychology, Community Services, Human Services, Mental Health and Addictions, or a related field; equivalent relevant education and experience may be considered.
- Experience supporting children, youth, young adults, or families in mental health, healthcare, social services, or community-based settings.
- Experience in client intake, service navigation, referral coordination, outreach, and community engagement.
- Strong interpersonal skills and the ability to build trust with people from diverse backgrounds.
- Excellent communication skills, including the ability to explain services and options in clear, approachable, non-judgmental language.
- Strong organizational skills and the ability to balance client needs, follow-up, outreach activities, and administrative responsibilities.
- Ability to work independently from a home-based setting while remaining connected to a collaborative team.
- Willingness to travel throughout Muskoka and surrounding communities and participate in mobile outreach and community events.

Preferred Assets

- Knowledge of Muskoka's healthcare, mental health, social service, and youth-serving systems.
- Experience working with rural, remote, or underserved communities.
- Experience with youth wellness hubs, mobile services, or integrated service delivery models.

- Familiarity with trauma-informed, strengths-based, and culturally responsive approaches.
- Experience working alongside Indigenous communities and connecting clients with culturally grounded supports.
- Training in suicide prevention, crisis intervention, motivational interviewing, or mental health first aid.
- Experience developing outreach materials, staffing information booths, or representing an organization at community events.
- Valid driver's licence and access to reliable transportation.

Core Competencies

- Compassion and empathy
- Relationship-building and trust
- Youth-centred practice
- Strong communication and active listening
- Advocacy and problem-solving
- Community outreach and engagement
- Cultural humility and inclusivity
- Organization and follow-through
- Adaptability and initiative
- Teamwork and collaboration
- Respect for confidentiality and professional boundaries

Reporting Relationship

Reports directly to the Client Services Manager for client related aspects of the role and to the Integrated Youth Services Coordinator for outreach related aspects of the role. Works collaboratively with MiND-AID staff, Mobile Youth Wellness Hub clinical providers, youth advisors, community organizations, and regional service partners.

A Final Word About This Role

At MiND-AID, we believe that meaningful change often begins with a simple human connection. It might be a conversation at a community event, a young person reaching out for the first time, or a family finally finding someone who can help them navigate a confusing system.

We are looking for someone who brings both compassion and action to this work—someone who can listen deeply, think creatively, follow through, and help people feel less alone.

If you believe every young person deserves to feel supported, connected, and hopeful about their future, we would love to hear from you.

Please email a COVER LETTER and RESUME to:

Jody North, Executive Director

hello@mindaidmuskoka.com