# iSucceed Youth Navigator
# Job Opportunity

**Who we are:**
iHuman Youth Society ("iHuman") is a non-profit organization operating since 1997 whose mission is to serve marginalized youth; promoting their inclusion in the community through crisis intervention, arts, mentorship, and life skills development programming.

iHuman embraces everyone. From cultivating a culture where all employees can bring their best selves to work to deploying diverse initiatives that support our youth, we're doing what it takes to build a more equitable workplace and world. Our name comes from an Inuit term identifying the symbiotic relationship of the individual within the collective community; 'one for all and all for one'.

**What we can offer you:**
Working at iHuman, you will work in a creative work environment to impact vulnerable and marginalized youth and their families positively. We work within the values listed on our website: https://ihuman.org/careers.

**About the Role:**
Reporting to the Frontline Services Manager, the iSucceed Youth Navigator is the welcoming face of iHuman and exemplifies the values that constitute our "trust compass". The Navigator provides general support as the first point of contact when entering the iSucceed space at iHuman, and will meet the youth's Basic and Harm Reduction needs and actively help connect them to all elements of youth programming and services within iHuman. The successful candidate must be able to manage multiple interruptions and remain calm in the face of frustration is essential.

We are recruiting for up to 10 full time, part time, and casual, temporary positions starting December 1, 2026, and ending March 31, 2027. The hours of work are between 1:30 pm to 9:30 pm Monday to Friday, and 10 am to 9 pm on the weekends.

**What you would do:**
- Conduct youth intake assessments for suitability to iHuman programming
- Provide youth with an introduction to iHuman rules and acceptable behaviours
- Monitor and maintain youth program registration and sign-in
- Observe and provide solutions to youth issues or needs impacting programming as they arise; encourage youth to engage in, or directly connect youth to colleagues for programming and services
- Connect youth with supports and services within and external to iHuman
- De-escalate crisis as they arise, document critical incidents as necessary, and interact with EMS, EPS, or other community stakeholders in the instance of critical incidents
- Provide logistical and event support as needed for programming or event activities, including community engagement opportunities
- Coordinate with iHuman colleagues to ensure youth are supported in the best possible way

- Monitor front door, answers phones, and coordinate with colleagues
- Help input and maintain funder-required and agency-requested data
- Document noteworthy incidents and observations with the people we serve and maintain clear communication with teammates and supervisor
- Attend required staff meetings to provide input on operations
- Cleaning and organizing as needed
- Participate in programming and future planning
- Other duties as assigned

**Qualifications:**

- Related education or minimum of 2 years of relevant work experience
- Experience working with high-risk youth and/or youth with various needs and de-escalting situations
- Experience with data collection
- Trauma Informed and Harm Reduction knowledge and education
- Cultural Competency and/or Indigenous Studies
- Arts (visual, music, performance, dance, fashion, fine arts) experience and education are assets
- Strong demonstration of skills in adaptability and flexibility in a dynamic environment
- Effective verbal and written communication skills
- Strong emotional regulation skills with the ability to maintain composure and professionalism during intense situations
- Basic competency using MS Office and with Mac and PCs
- Food Safety certification is an asset
- A clear criminal record check and vulnerable sector check, and child intervention record check

**Hourly Wage:** $19-$21.50/hour

**Closing Date:** Until Suitable Candidates are Found

**To Apply:**

Please send a cover letter and resume in one document (Word doc or PDF) to the iHuman HR Consultant, at violet@ihuman.org. In your cover letter, please include your availability to work. Please include the "iSucceed Youth Navigator" in the email's subject line.

We appreciate your interest. Only candidates selected for a prescreen will be contacted.