Job Title: Arabic Speaking Service Navigator
Location: Hybrid (Remote/Western Ontario - Niagara, Hamilton, Kitchener, Waterloo, London)

Employment Type: Contract

Application

Applications will be accepted until the position is filled within the above time frame.

Please apply using the application link provided on https://www.smilecan.org/careers.

Job Description:

We are seeking a compassionate, highly organized, and community-centered Service Navigator to join SMILE Canada – Support Services, a charitable organization dedicated to supporting racialized children and youth with disabilities and their families. SMILE primarily serves diverse racialized communities, including newcomer and refugee families, through culturally responsive and family-centered programs.

The Service Navigator plays a critical role in supporting families directly while also strengthening internal systems and partnerships. This position serves as a liaison between families, service providers, and internal teams to ensure coordinated, consistent, and effective service delivery. The Service Navigator contributes to program quality, evaluation, and organizational sustainability while upholding SMILE's values of equity, accessibility, and culturally safe care.

Duties include, but are not limited to the following:

Service Navigation & Family Support:

- Conduct intakes and comprehensive needs assessments with families.
- Provide Service Navigation support in Arabic to Arabic-speaking children, youth and families across Canada, as appropriate.
- Communicate with Arabic-speaking families in their preferred language to ensure they understand SMILE services, available resources, referrals and next steps.
- Develop individualized care plans and maintain ongoing relationships with SMILE clients.
- Refer families to appropriate community services, programs, and supports.
- Assist families in completing applications and forms to access funding and services.
- Research and identify services and resources that meet individual family needs.
- Support families through complex systems with a culturally responsive and trauma-informed approach.
- Identify culturally and linguistically appropriate services and resources for Arabic-speaking families.
- Advocate for families by helping them understand their options, rights, and available disability-related supports and services.

- Provide families with information and guidance on relevant government benefits, funding programs, community resources, and disability-related services.
- Conduct follow-ups and wellness check-ins with families to assess changing needs, monitor progress, and update care plans as appropriate.
- Respond to urgent or emerging family needs and collaborate with internal teams to determine appropriate next steps and referrals.
- Identify barriers to accessing services and work collaboratively with families to explore practical solutions and alternative resources.
- Compile and record case notes.
- Maintain timely and accurate documentation of family interactions, referrals, follow-ups, care plans, and service outcomes in accordance with SMILE's documentation standards.

Program & Organizational Support:

- Collaborate with internal teams to ensure consistent service navigation processes and documentation.
- Support the executive team and team leads in advancing organizational and programmatic consistency and sustainability.
- Establish and support operational benchmarks, timelines, and accountability measures related to family support services.
- Proactively identify gaps in services and recommend improvements to programs and processes.
- Oversee SMILE's parent support groups and contribute to the expansion and improvement of the program.
- Collaborate with the Programs team on the design and implementation of child, youth, and family engagement initiatives.
- Participate in team meetings, case discussions, and internal consultations to support coordinated and consistent family services.
- Collaborate with other SMILE departments and external service providers, where appropriate, to support continuity of care and coordinated referrals.
- Contribute to the development and refinement of Service Navigation resources, procedures, templates, and family-facing materials.
- Attend some program events to support clients.

Data, Evaluation & Reporting:

- Support SMILE's Research and Education team with evaluation activities and data collection systems.
- Maintain accurate records related to intakes, referrals, care plans, and outcomes.
- Prepare data summaries, reports, and evaluation updates for internal leadership and the executive committee.
- Contribute to continuous quality improvement through program measurement and feedback.
- Contribute to identifying trends and service gaps affecting Arabic-speaking families to help inform program development, outreach, and organizational planning.

Qualifications:

- University or college degree in healthcare, social sciences, community development, education, or a related field; or equivalent lived and professional experience.
- Employment experience in healthcare, social services, community services, or education.
- Strong knowledge of community resources, service coordination, and systems navigation.
- Demonstrated ability to work with diverse, racialized, newcomer, and refugee communities using a culturally responsive and intersectional lens.
- Knowledge of project coordination, program design, or process improvement is an asset.
- Strong interpersonal, communication, and relationship-building skills.
- High capacity for collaboration, networking, and team-based work.
- Direct experience working with children and youth with disabilities

Skills:

- Excellent organizational and time-management skills.
- Strong written and verbal communication skills.
- Ability to manage multiple families and priorities simultaneously.
- Comfort with documentation, data tracking, and reporting.
- Ability to work independently while collaborating across teams.
- Commitment to equity, accessibility, and family-centered practice.
- Additional languages is an asset (Arabic, Urdu, Farsi)

Hours & Compensation:

- Full-time position, 40 hours per week
- Salary (Estimate): $48,000 – $50,000
- Commensurate with experience and qualifications

Please Note:
The selection process will include a full job description review, personal interview, background investigation, and a vulnerable sector background check.

Submit Application

We welcome and encourage applications from individuals of all backgrounds, particularly those from equity-seeking communities. If you require accommodations at any stage of the recruitment process, please let us know.