

Job Title: Community Support Navigator**Location:** Kelowna, BC and surrounding areas.**Status:** Non-Union, Full-Time (35 hrs/week averaged)**Reports To:** Community Support Coordinator**Hourly Rate:** \$29.90

Are you passionate about creating safe spaces for individuals experiencing domestic abuse? Do you thrive in environments where your experience can make a tangible difference in people's lives? If so, the Kelowna Women's Shelter (KWS) invites you to join our team as a Community Support Navigator.

About Us

Kelowna Women's Shelter has been providing programs and services for people impacted by Domestic Abuse since 1980. Our programs include emergency and second-stage housing, outreach services, PEACE program, education and prevention initiatives, a 24/7 support line, and a community thrift store. We are committed to fostering safety, choice, and inclusion, and believe in building a community free from abuse through education, support, and strong partnerships.

Summary

The Community Support Navigator will provide compassionate, non-judgmental support, crisis intervention, and essential resources to individuals experiencing domestic violence. As the first point of contact with our agency, this role will provide information regarding domestic violence and abuse, and related programs and services both internal and external to the agency.

Community Support Program team members provide sessions at a safe location, by phone or virtual technology. These sessions include emotional care, risk assessments, safety planning, goal setting, referrals to community services, and information about domestic violence. The program is designed to walk alongside individuals on their journey toward a life free from violence and abuse

Key Responsibilities

- Establish and maintain a participant caseload with the focus on participant relationship and support.
- Provide support with safety planning, case planning based on the participants' inherent strengths and resilience, parenting support, and information on community resources that are available to meet the needs of the participants.
- Answer the two main phone lines operated by Kelowna Women's Shelter, including the main Helpline, and the Hope Helpline, with a focus on calls that pertain to those who are in imminent danger.
- Provide immediate crisis intervention, including danger assessment, safety planning, and program eligibility assessment to individuals and families experiencing domestic violence who are in imminent danger – including access to transition house space, Kelowna Women's Shelter programs and other community resources
- Deliver program assessment, engagement, crisis intervention, goal and case planning, skills coaching, and program completion, consulting with the

Community Support Coordinator as necessary. Meetings with participants may occur via phone, virtually, in person on location or in a safe location in the community.

- Attend appointments such as housing interviews, court dates, and medical appointments as required.
- Provide presentations, group-based programming, and participate in public awareness activities about services and issues of abuse as requested.
- Utilize engagement skills to help participants to feel validated and supported, provide participants with practical and emotional supports that focus on their here-and-now needs, and assist participants in overcoming crisis.
- Collaborate closely with community resources such as RCMP, Victim Services, housing, financial assistance, mental health and substance use to assist participants in accessing resources to meet identified needs.
- Complete the Danger Assessment Lethality Tool as appropriate with participants to determine level of danger to enhance the safety planning process.
- Is an advocate and maintains relationships within the agency and with external professionals to provide a client led support system for participants.
- Complete and maintain the participants' documentation requirements within established timelines (Assessment, transition and second stage referral, Consent Form, Danger Assessment, Case Planning, Case Notes, Non-Critical Incident Reports, and Exit surveys).
- Responsible for managing risk with participants, including identifying risk to self or others, and risks of harm to children. When risk is identified, consulting with others as needed, escalating these concerns to the coordinator, and following established processes and documentation
- Attendance at monthly team member meetings and KWS team member meetings as required.
- Maintain current police and vulnerable sector checks, professional registration (if applicable), and required related training (e.g., First Aid, Crisis Intervention, Indigenous, Diversity, response-based).
- Ensure case management documentation and program information are maintained in an accurate, timely, professional, and confidential manner, meeting KWS, Funder, and sector standards
- Maintain accurate logs and compile statistical records to support program needs and inform Coordinator of ongoing program development and evaluation
- Perform other related duties as required.

Requirements

- Diploma in Human Services or related field required.
- Minimum 2 years of related experience or a combination of experience working in the social services sector with vulnerable populations and education.
- Knowledge of, or experience with, Response Based Practice.

Additional Requirements:

- Satisfactory Criminal Record Check required.
- Intermediate First Aid Certification

- ASIST Training
- Valid driver's license.
- Access to a reliable vehicle and willingness to meet participants off site when required.

Location:

- Kelowna and surrounding areas.

Working Hours:

- 10 hour shifts; 4-4-4 rotating shift schedule (days, afternoons, overnight)
- 4 on and 4 off

Benefits:

- Dental
- Extended Health Care
- Pension Plan
- Long Term Disability
- Outside of Canada Emergency Travel Insurance
- Employee Family Assistance Program
- Wellness Discounts
- Kelowna Women's Shelter Thrift Store Discount

Why Join Us?

Be part of a mission-driven organization making a difference in the lives of children and families. Work in a supportive, collaborative, and inclusive environment. Access professional development opportunities to grow your career.

If you are ready to make a meaningful impact on the lives of those affected by domestic abuse, we encourage you to apply. Join us in our mission to create safer, more empowered communities. Apply now to be a part of our dedicated team at Kelowna Women's Shelter.

How to Apply?

If this sounds like the opportunity you've been waiting for, we'd love to hear from you! Please send your resume and a thoughtful cover letter explaining why you're the perfect fit for this role.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Join us in making a difference!

Please visit our [careers](#) page to see more job opportunities.

We acknowledge that the Kelowna Women's Shelter is located on the ancestral, traditional and unceded territory of the Syilx Okanagan Nation.