

System Navigator – Child and Youth Advocate Program
Full Time Permanent
\$30.25 per hour for 35 hours per week

Child Witness Centre (CWC) is deeply committed to a community of excellence, equity, and diversity and encourages applications from women, underrepresented minorities, persons with disabilities, sexual minority groups, and other candidates who will contribute to the diversification and enrichment of ideas and perspectives within our agency.

Reporting to: Manager of Frontline Programs and Partnerships

Position Summary: The System Navigator – Child and Youth Advocate Program works with children, youth and their caregivers as they navigate the Criminal Justice System from the initial point of forensic investigations, assisting with providing information and education, crisis intervention and support, making referrals and providing ongoing justice system support. The System Navigator works with community partners already supporting children, youth, parents and caregivers in accessing supports prior to and following criminal investigations through the Child and Youth Advocacy Centre (CYAC) of Waterloo Region.

Note for this position, we are looking for someone who enjoys dogs and is willing to take on the role of secondary handler of a facility dog provided by National Service Dogs. As part of this responsibility there will be times when this individual will be asked to take the facility dog home providing respite care for the primary handler. This responsibility is subject to evaluation by Child Witness Centre for fit and approval by National Service Dogs.

Primary Responsibilities:

- Case Coordination
 - Being present with families during criminal investigations to provide compassionate support while children, youth and caregivers wait to be interviewed by Waterloo Regional Police Service (WRPS) and Family & Children's Services of the Waterloo Region (FACS).
 - Collects information from child, youth and caregivers and assists in completing consents and other established program forms.
 - Assess child, youth and caregivers for needs and make timely referrals for families to appropriate services.
 - Consults, when necessary, with FACS, WRPS and other community professionals.
 - Help families understand how the various systems they are involved with function and help to interpret police/child welfare and criminal justice decisions.
 - Remains in regular and consistent contact with the client in accordance with established timelines.
 - Maintains up to date documentation of all client information on database and in client files.
 - May carry a small caseload of children and youth involved in CWC's Child Witness Program when charges are laid and they may be asked to testify in court.

- **Teamwork:**
 - Serve as a liaison and participate in meetings with our multidisciplinary wraparound team and other community initiatives.
 - Attend and participate in regularly scheduled CYAC and CWC meetings, debriefs, case reviews, etc.
 - Participate in case conferences, transfer of services meetings, etc. as deemed appropriate to support clients.
- **Program Evaluation and Development:**
 - Consistently evaluates program standards and makes recommendations for change when necessary.
 - Facilitate collection and reporting of relevant statistics.
 - Advise leadership of program gaps, needs and strengths.
 - Encourages and is open to feedback on performance and program from children, youth and families as well as community partners.
 - Implement best practices and evidence-based practice throughout service delivery.
- **Child Witness Centre Support**
 - Contributes to the development of annual goals, strategies, workplans, budgets and overall work of the agency.
 - Attends and participates in staff development and training.
 - Participate in agency-wide initiatives when appropriate, including fundraising ventures and public presentations.
 - Actively engages in the agency's health and safety program.

Qualifications:

- Post-secondary Degree or Diploma in a relevant field such as child and youth care, psychology, social work, and/or criminology from an accredited college or university.
- Experience in social services or related field in direct client work with children/youth and families. Specific experience related to Gender Based Violence and/or Intimate Partner Violence will be considered a strong asset.
- Computer proficiency using Microsoft Office software and experience with data management systems.
- Familiarity with the justice process and victim's rights.
- Satisfactory Vulnerable Persons Check and a Child Welfare Check.
- Valid driver's licence with a minimum \$2 million liability coverage and access to vehicle to travel within our catchment area.

Knowledge, Skills and Abilities:

- Understanding of privacy legislation and professional boundaries.
- Knowledge of the Canadian judicial system, child welfare system and legislation, anti-oppressive practice, Victim Bill of Rights, privacy legislation and services and resources available in the community.
- Demonstrated collaborative and team building skills, analytical, problem-solving, and oral communication skills.
- Commitment to social justice and up to date on evolving policies, trends, legislation, and available support services.

- Demonstrated ability to work both independently and collaboratively within a multidisciplinary team environment.
- Available to work on occasional evenings as required to accommodate client meetings.
- Passionate about working in an organization that values and promotes diversity, equity, inclusion, and anti-racism.

Working Conditions:

- This position is in office 5 days a week with occasional remote work days. There is some expectation to travel to multiple community locations in Waterloo Region such as police station and child protection office.
- Extensive computer use, requiring sitting for an extended time.
- Driving and attending meetings at various locations on a regular basis.
- Workload fluctuates and can be emotionally/psychologically demanding.

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents may be required to follow any other instructions and to perform any other related duties that may be required by the agency.

Child Witness Centre endeavours to have all candidates experience a fair and supportive recruitment process. Accommodations are available upon request for candidates throughout the selection process – please let us know how we can support you in being successful.

Review of applications will be ongoing until the position is filled. We thank all applicants for their interest in Child Witness Centre, however, we are only able to connect with those moving ahead in the recruitment process.

Please forward a cover letter and resume to careers@childwitness.com by **Tuesday, September 9, 2025**.