

INTERNAL/EXTERNAL POSTING
YOUTH SERVICES NAVIGATOR – FULL-TIME, TERM Nov 1 - Dec 31, 2026. Alex House

With respect, Alex House operates on the stolen land of the Coast Salish Nations, the Semiahma (Semiahmoo), q̓ícəy̓(Katzie), and q̓ʷa:n̓ł'ən̓(Kwantlen) Nations.

Welcome Bienvenue Chào mừng Quý Vị ਜਾਇਆ ਨੂ Bienvenidos 환영합니다

We're looking for a **Youth Service Navigator** who is passionate about building meaningful relationships with young people and helping them connect with the support, resources, and opportunities that fit their individual needs. This is a relationship-based role for someone who can meet youth where they are, listen without judgment, and help make systems and services feel a little easier to navigate.

The ideal candidate is compassionate, approachable, and comfortable working independently while also being part of a collaborative team. You'll bring a **trauma-informed, strength-based approach**, an understanding of the challenges young people may face, and a genuine belief in their capacity to make choices, build on their strengths, and shape their own futures.

Alex House is a member of the Association of Neighbourhood Houses BC (ANHBC), a non-profit community-based organization est. in 1894. Alex House operates multiple sites in Surrey & White Rock, with our main facility in Crescent Beach, where we operate on the stolen and occupied land of Semiahmoo Nation. We offer programs and activities that contribute to a vibrant, caring and inclusive community, and we are committed to decolonizing our approach, while ensuring an anti-racism approach.

Description of Position:

The Youth Service Navigator provides flexible, youth-centered outreach and one-to-one support, helping young people build skills, access resources, and connect with community services and opportunities.

The successful candidate will be comfortable engaging youth who may be hesitant to access services and will bring a patient, non-judgmental, and strengths-based approach. Strong communication, networking, documentation, and collaboration skills are required.

This is an outreach-based position requiring schedule flexibility and the ability to work independently and as part of a team. A valid Class 5 driver's license and reliable vehicle are required for community-based work and, where appropriate, transportation of youth.

Key Program Responsibilities:

Support youth and families in understanding, accessing, and navigating community services, resources, and supports, including mental health and substance use services.

Work alongside youth to identify their strengths, needs, and barriers, providing one-to-one support, goal planning, brief support, case management, and advocacy as appropriate.

Coordinate intake and referral processes, support triage, connect youth to appropriate services, and provide interim support while they wait to access longer-term services.

Build relationships with youth, families, and community partners through outreach, networking, and community engagement to increase awareness and access to available supports.

Work collaboratively with youth, families, colleagues, and community partners to coordinate supports, address service gaps, and develop creative solutions when existing resources do not meet a young person's needs.

Qualifications

- Possess an undergraduate degree in Child and Youth Care, psychology or related
- Experience working with youth dealing with any of the following: behavioral concerns, mental health challenges, family challenges, substance use.
- Use of a vehicle that is safe and passes inspection.
- Effectively utilize Office suite including Excel, Word, Outlook
- Effectively communicate professionally, verbally and written in English
- Criminal Records check
- Valid Class 5 BC Driver's License and driver's abstract
- Minimum 2 years' experience in a leadership or coordinator role.
- Current Food Safe certificate (asset)
- Standard First Aid and CPR (asset)
- Non-violent Crisis Intervention Training (asset)

Community Development

Apply a decolonized, culturally responsive approach when working with youth, families, and community partners, recognizing the impacts of colonization and systemic barriers.

Build and maintain community partnerships to identify and address gaps in services and supports for youth and families, including mental health, housing, food security, education, employment, and life skills.

Advocate for youth and families by bringing their perspectives and identified needs into community conversations, meetings, and service planning.

Engage and educate the community through outreach, workshops, and information-sharing that reduce barriers and stigma and increase awareness of available supports and resources.

Develop and support responsive programs in collaboration with Alex House managers and community partners, based on emerging needs and priorities identified by youth and families.

Represent Alex House on community committees, working groups, and advocacy tables related to youth and family services.

Engage youth and the broader community in identifying needs, shaping programs, and contributing to decisions that affect the services and supports available to them.

Benefits: 6% on each cheque in Lieu of paid vacation time.

Organizational Responsibility: Reports to Director, Youth & Family Team, and collaborates with Youth & Family Programs, as well as with other Alex House team members.

Supervisory Responsibility: This position may supervise volunteers and/or practicum students.

Closing Date: Open until position is filled

Hiring Range: \$28.87-30.92/hr - depending on experience

Terms of Employment: 35 hours/week, including evening hours.

Please submit Cover Letter and Resume to: hgeorge@alexhouse.net

The Association of Neighbourhood Houses of BC is an equal opportunity employer. We place a high value on diversity and encourage qualified individuals from all backgrounds and identities to consider applying for the position. Our total compensation and benefits package reflects our commitment to our team and their family.

Alex House operates on the stolen and occupied land of the Semiahma, Semiahmoo Nation. For more information about Alex House visit www.alexhouse.net and ANHBC visit www.anhbc.org. We thank and acknowledge all applicants and will proactively contact those selected for interviews.