

Organization: Truly Alive Youth and Family Foundation Inc.

Position Title: Justice Navigator (Racialized Communities)

Department: Justice Services

Reports To: Manager, Justice Services

Employment Type: Full-time

Salary: \$30.00

Position Summary

Truly Alive Youth and Family Foundation Inc. is seeking a compassionate, culturally responsive, and community-oriented **Justice Navigator (Racialized Communities)** to support racialized individuals, youth, and families as they navigate the justice system and related social services.

The Justice Navigator will provide information, referrals, advocacy, practical assistance, and ongoing support to individuals who experience barriers to accessing justice because of systemic discrimination, language barriers, socioeconomic challenges, cultural differences, or limited knowledge of available services.

Working collaboratively with community organizations, justice-sector partners, social service agencies, and other stakeholders, the Justice Navigator will help individuals understand their options, access appropriate resources, and connect with services that promote safety, accountability, empowerment, and positive outcomes.

The successful candidate will demonstrate cultural humility, strong communication skills, an understanding of the challenges faced by racialized communities, and a commitment to equity, inclusion, and social justice.

Key Responsibilities

1. Justice System Navigation and Support

- Assist racialized individuals and families in understanding justice-system processes, available services, and their rights and responsibilities.
- Provide guidance on navigating police services, courts, correctional services, victim services, restorative justice programs, and other relevant systems, as appropriate to the role.
- Help clients identify their needs, understand available options, and develop individualized action plans.
- Support clients with referrals, appointment scheduling, form completion, document preparation, and follow-up.
- Explain justice-related information in clear, accessible, and culturally appropriate language.
- Connect clients with qualified legal professionals and legal aid services when legal advice or representation is required.
- Support individuals who are experiencing or are at risk of experiencing discrimination, marginalization, or barriers to justice.

2. Culturally Responsive Client Support

- Build trusting relationships with racialized youth (18+), adults, and families through respectful, non-judgmental, and trauma-informed engagement.
- Recognize the impact of racism, systemic inequities, cultural stigma, and historical barriers on individuals' experiences with the justice system.
- Provide culturally safe support that respects clients' identities, lived experiences, beliefs, and personal circumstances.
- Assist clients in accessing interpretation, translation, and culturally appropriate services when needed.
- Promote client dignity, self-determination, informed decision-making, and empowerment.
- Identify barriers affecting access to justice and work with clients to develop practical solutions.

3. Youth and Family Support

- Support racialized youth (18+) and families who are involved with, or at risk of becoming involved with, the justice system.
- Help families access community-based programs, counselling, mental health supports, housing services, educational resources, employment services, and other relevant supports.
- Facilitate connections to early intervention, diversion, restorative justice, and reintegration programs where appropriate.
- Work collaboratively with families and service providers to strengthen protective factors, improve access to resources, and promote positive outcomes for youth.
- Support individuals transitioning back into the community following involvement with correctional or other justice-related systems.

4. Advocacy and Community Referrals

- Advocate for equitable access to justice-related services while respecting client choice, confidentiality, and professional boundaries.
- Develop and maintain relationships with legal clinics, community agencies, cultural organizations, settlement services, Indigenous-led organizations, victim services, and other relevant partners.
- Coordinate referrals and facilitate warm handoffs to appropriate service providers.
- Assist clients in overcoming practical barriers such as transportation, language access, service eligibility, and difficulty navigating multiple systems.
- Identify service gaps and communicate emerging community needs to program leadership.
- Participate in collaborative case conferences and service coordination meetings, with appropriate consent and information-sharing safeguards.

5. Outreach, Education, and Community Engagement

- Conduct outreach to racialized communities, youth, families, and community-serving organizations to increase awareness of available justice-navigation services.
- Deliver or assist with workshops, presentations, information sessions, and community education activities.
- Share accessible information about justice-system processes, available supports, and pathways to assistance.

- Build partnerships with community leaders, service providers, and organizations serving racialized populations.
- Promote trust, engagement, and awareness of the Foundation's programs and services.
- Help identify community priorities and opportunities to improve access to justice.

6. Case Management, Documentation, and Reporting

- Conduct initial client intakes and needs assessments.
- Develop and maintain individualized service plans, referral records, case notes, and follow-up documentation.
- Track client progress, service outcomes, referrals, and identified barriers.
- Maintain accurate, confidential, and timely records in accordance with organizational policies and applicable privacy requirements.
- Prepare program reports, service statistics, and other documentation required by the Foundation or funders.
- Participate in program evaluations and continuous improvement activities.
- Follow established safeguarding, risk assessment, incident reporting, and escalation procedures.

7. Collaboration and Professional Development

- Work closely with the Foundation's staff, volunteers, and community partners to provide coordinated, client-centred services.
- Participate in team meetings, training sessions, supervision, and case consultations.
- Maintain current knowledge of justice-system resources, community services, anti-racism practices, and culturally responsive approaches.
- Uphold professional boundaries, ethical conduct, and organizational values.
- Perform other related duties consistent with the position and the Foundation's mandate.

Qualifications and Requirements

Education and Experience

- Diploma or degree in Social Work, Human Services, Justice Studies, Criminology, Community Development, Indigenous Studies, Sociology, or a related field; equivalent relevant education and experience may be considered.
- Experience working with racialized communities, youth, families, or individuals facing systemic barriers is strongly preferred.
- Experience in community outreach, case management, client advocacy, social services, justice-related programming, or service coordination is an asset.
- Knowledge of community resources and referral pathways related to legal services, housing, mental health, settlement, family support, and social assistance is desirable.
- Experience working with individuals affected by trauma, discrimination, poverty, or justice-system involvement is an asset.

Knowledge and Skills

- Understanding of the barriers racialized communities may face when accessing justice and social services.
- Knowledge of anti-racism, cultural humility, trauma-informed practice, and equity-centred service delivery.
- Strong interpersonal, communication, active-listening, and relationship-building skills.
- Ability to explain complex processes in clear, accessible, and non-technical language.
- Strong organizational, problem-solving, documentation, and time-management skills.
- Ability to build collaborative relationships with clients, families, service providers, and community partners.
- Ability to work independently while contributing effectively to a multidisciplinary team.
- Sound judgment, discretion, and the ability to maintain professional boundaries.
- Proficiency with basic computer applications, electronic documentation, and client-record management systems.

Additional Requirements

- Ability to work respectfully with people from diverse cultural, racial, linguistic, and socioeconomic backgrounds.
- Ability to maintain confidentiality and comply with applicable privacy and information-sharing requirements.
- Satisfactory criminal record and vulnerable sector checks, where required for the role.
- Valid driver's licence and access to reliable transportation is required, depending on program needs.
- Willingness to work flexible hours, including occasional evenings or weekends, to support community engagement and client needs.
- Additional language skills relevant to the communities served are considered an asset.

Core Competencies

The successful candidate will demonstrate:

- **Cultural humility:** Respect for diverse identities, lived experiences, and community perspectives.
- **Empathy and compassion:** A supportive, non-judgmental approach to client service.
- **Advocacy:** Commitment to equitable access to justice and services.
- **Client-centred practice:** Respect for client autonomy, informed choice, and individual goals.
- **Trauma-informed engagement:** Awareness of trauma and its potential effects on behaviour, trust, and service access.
- **Collaboration:** Ability to build effective partnerships across community and justice-sector systems.
- **Accountability:** Commitment to ethical conduct, accurate documentation, and responsible decision-making.
- **Adaptability:** Ability to respond to changing client needs and complex service environments.

Working Conditions

The Justice Navigator will work in a community-based service environment and may provide support in an office, community setting, partner agency, or other appropriate location. The role may involve client meetings, outreach activities, referrals, interagency collaboration, and occasional travel.

The position may require working with individuals experiencing stressful or challenging circumstances. The successful candidate must be able to maintain professional boundaries, follow organizational safety procedures, and seek supervision or support when needed.

Commitment to Equity, Diversity, and Inclusion

Truly Alive Youth and Family Foundation Inc. is committed to fostering an inclusive, respectful, and accessible environment. We encourage applications from individuals who reflect the diversity of the communities we serve, including members of racialized communities and candidates with relevant lived experience.

We recognize the value of diverse perspectives and are committed to equitable recruitment and employment practices. Reasonable accommodations will be considered throughout the recruitment process and in the workplace, in accordance with applicable legislation.

Application Process

How To Apply: Resume and cover letter to be sent to the attention of the Nuru Nyoni, Manager – Justice Services, TAYFFI at info@trulyalivefoundation.org before close of business on Tuesday, October 27, 2026

NOTE: We thank all applicants for their interest. Only candidates selected for an interview will be contacted.