



Justice Navigator Full-Time, Permanent

What We Do

WIN House provides individuals and their children fleeing violence with crisis response and intervention, safe temporary accommodation, and support for basic needs. Clients are offered trauma-informed, client-centered programming and support, access to resources, information, and referrals to community support. WIN House is working towards operating within a low-barrier model of care structure.

What You Will Do

The Justice Navigator plays a crucial role within all WIN House properties by providing holistic support to women and non-binary individuals affected by gender-based violence (GBV), both those transitioning from shelter services and those who require navigation support but have not stayed in the shelter.

The Justice Navigator will regularly combine outreach and legal navigation, offering trauma-informed, client-centered care to assist clients in accessing necessary resources, navigating complex legal systems, and achieving safety and stability.

Key Duties and Responsibilities:

Client Support and Advocacy

- Build supportive, empathetic, and non-judgmental relationships with women and non-binary individuals impacted by gender-based violence, providing guidance and referrals for mental wellness, addictions, and other needs.
- Conduct client-centered assessments, identifying support systems, strengths, and both short-term and long-term goals, while developing personalized service plans.
- Provide information and connect clients to community resources such as housing, healthcare, employment services, and legal assistance.
- Work collaboratively with diverse populations, including marginalized ethnocultural groups, LGBTQ2SIA+ individuals, and clients with physical or mental disabilities.

Legal Navigation and Court Support

- Offer guidance and education on the legal systems, including criminal, family, and child protection laws, helping clients understand their rights and the procedures involved.
- Guide clients through the legal paperwork process by clarifying which forms are relevant while maintaining clear boundaries to avoid offering legal advice.



- Assist clients with preparing for court appearances, providing emotional and logistical support during these processes.
- Accompany clients to legal appointments, court hearings, and other justice-related engagements, ensuring they feel confident and informed throughout.
- Advocate on behalf of clients during legal processes, ensuring their voices are heard and their legal needs are addressed sensitively.

Safety Planning and Crisis Intervention

- Develop and revise safety plans in collaboration with clients to ensure their safety and security.
- Provide crisis intervention and problem-solving support, helping clients navigate critical situations and avoid re-traumatization.
- Conduct danger and risk assessments in a sensitive, trauma-informed manner.

Trauma-informed Support and Referrals

- Maintain a trauma-informed approach to avoid re-victimizing clients and create a safe, supportive environment.
- Facilitate access to specialized services, including mental health counseling, addiction services, and culturally relevant practices, particularly for Indigenous clients.

Program Coordination and Administration

- Maintain accurate and confidential records of client interactions, including case notes, referrals, and outcomes.
- Participate in regular case management and evaluation meetings, providing insights and feedback to improve service delivery.
- Collaborate with other staff members, including case managers, crisis intervention workers, and external partners, to ensure integrated and seamless support for clients.

Community Engagement and Resource Building

- Stay current on low-barrier, trauma-informed practices and community resources related to family violence, homelessness, mental health, and legal support.
- Develop partnerships with legal professionals, court staff, and community organizations to strengthen support networks for clients including establishing legal clinics and educational workshops

Safety and Confidentiality

- Always ensure the confidentiality and security of client information, adhering to organizational policies and legal requirements.
- Reporting whereabouts and check-ins with supervisors when conducting home visits or working alone in the community to ensure safety.



Who You Are

Qualifications & Experience includes:

- A degree/diploma in social work, legal studies, or a related field is preferred. Equivalent experience in outreach and legal navigation will be considered.
- Experience working with vulnerable populations, particularly those affected by domestic violence, gender-based violence and navigating legal systems.
- Strong understanding of trauma-informed practices and legal navigation.
- Excellent communication, empathy, and advocacy skills.
- Ability to work independently and as part of a collaborative team.
- A valid driver's license and access to a vehicle.

The Details

This position will be working across all shelters, with an immediate start date. This position will report to the Shelter Manager of WIN 2. It falls within the scope of the collective agreement with CUPE Local 3341. The starting hourly wage is \$28.13 as per conditions outlined in the Collective Agreement. The standard hours for this role are 8:00 A.M. to 4:00 P.M., Monday to Friday, with flexibility as needed to support the operational requirements of the organization. Some evening and other weekend work may be necessary, and time will be flexed accordingly.

Prerequisites

The successful candidate will be required to submit a Criminal Record Check including a vulnerable sector check, a current Child Welfare check, current First Aid Certificate, and must be willing to sign an Oath of Confidentiality.

How to Apply

Please submit applications to hr@winhouse.org by March 11, 2025.

We thank all applicants for their interest, however, only those shortlisted will be contacted.

WIN House is committed to making diversity, equity, and inclusion a central part of everything we do – from how we deliver services to how we build our teams. We strive to have a workforce that is representative of those we serve, and of our communities. We encourage applications from all qualified applicants including women, disabled people, Black, Indigenous, People of Color, people from the 2SLGBTQIA+ community, and other equity-seeking groups. If you require accommodation during the application process, please reach out to hr@winhouse.org.

WIN House operates in several locations throughout Amiswaciwâskahikan on Treaty 6 territory, the territory and gathering place of diverse Indigenous peoples including the Papaschase, Cree, Nakota Sioux, Dene, Ojibway, and many others, and the homeland of the Métis Nation.