
	Job Description #	9405
	JD SECTION	
	ADMINISTRATION	
	Date Issued:	January, 2026
	Date Revised:	
<u>JOB DESCRIPTION</u> Virtual Youth Hub Navigator	Job Description Approval	
	 Chief Executive Officer	

POSITION TITLE: VIRTUAL YOUTH HUB NAVIGATOR

REPORTING TO: Supervisor, Community Services

WORKPLACE: Sault Ste. Marie, ON

WORKTYPE: In-person or Virtual

JOB SUMMARY:

The Virtual Youth Hub Navigator serves as a central point of contact for youth, families, service providers, and community members seeking access to services through the Virtual Youth Wellness Hub. This role integrates administrative support, youth engagement, and wellness facilitation to ensure a welcoming, inclusive, and responsive environment. The Navigator champions youth voice in service design, supports intake and coordination, and promotes mental health awareness and engagement through innovative programming and communication strategies.

YWHO supports local service providers to work together to provide young people in Ontario aged 12 to 25 with low barrier access to a full range of services including mental health and substance use supports, primary care, education, employment, housing and other social services all through youth-friendly access points. YWHO services are designed to improve experiences and outcomes for youth by:

- Increasing access to rapid, low-barrier services;
- Reducing transitions by providing care in one location; and,
- Providing tailored, high-quality programs co-developed with youth to meet their needs.

QUALIFICATIONS:

- Strong knowledge of youth engagement strategies, health equity frameworks, and community resources.
- Knowledge of the impact of social/cultural/economic factors on the determinants of health

Job Description: Virtual Youth Hub Navigator

Job Description # 9405

Page 2 of 4

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- Knowledge of community resources and services considered an asset.
 - Familiarity with system navigation models and principles, an asset.
 - Ability to use strength-based problem solving, active listening, motivational interviewing, modelling and other coaching strategies
 - Proficiency in MS Office, EMHware, Dacima or other electronic client file information systems, and virtual platforms (Zoom, MS Teams).
 - Excellent interpersonal, organizational, and communication skills.
 - Experience with social media and digital engagement tools.
 - Experience providing virtual services.
 - Ability to work independently and collaboratively in a fast-paced, multidisciplinary environment.
 - We strongly encourage applications from First Nations, Métis, Inuit, Black, and other racialized people who are reflective of intersectional experiences (i.e., 2SLGBTQ+, neurodevelopmental differences, living with a disability, etc.).
 - Knowledge of approaches that promote health equity, including anti-oppressive and anti-racist practice, 2SLGBTQ+ inclusion, community engagement, cultural safety, trauma-informed care, harm reduction, and human rights and accessibility frameworks.
 - Valid Ontario Driver's License, the ability to travel and access to a reliable vehicle.
 - Bilingualism (English/French) or proficiency in a second language is an asset.
 - Satisfactory vulnerable sector check and full COVID-19 vaccination required

DUTIES AND RESPONSIBILITIES:

1. Service Coordination & Intake

- Manage centralized intake processes using YWHO's electronic client information system and screening tools.
- Support a seamless experience of care for youth and families, including the transition between various service pathways internal to the Hub Network (Skills and Well-being, Community & Social Support, Clinical Services) as well as linking youth to resources in the community.
- Provide care coordination and community-based support to youth with a number of care providers, including case conferencing to ensure strong communication among the care team.
- Accompanying youth to appointments and providing warm transfer supports to youth referred to services both in the Virtual Hub, other Youth Hubs and service providers in the community.
- Maintain a safe, inclusive, and youth-friendly hub environment.

2. Youth Engagement & Program Development

- Lead and support youth-driven initiatives
- Develop and implement creative engagement activities that promote youth wellness and reduce stigma around mental health and substance use.
- Collaborate with community partners to schedule and deliver programming.
- Create and execute marketing and communication strategies using social media and digital platforms.

3. Administrative Support

- Provide clerical support, including scheduling, meeting logistics, data entry, and file management.
- Prepare documentation
- Participate in team collaboration to support agency-wide administrative needs.

4. Evaluation & Learning Health System Participation

- Contribute to evaluation, quality improvement, and research activities.
- Engage in continuous learning and professional development.
- Participate in provincial communities of practice and internal/external meetings related to youth wellness and engagement.

5. Take initiative in developing a personal professional development plan.

6. Assume other duties as assigned.

FUNCTIONAL ABILITIES

• **Physical Demands:**

- The job entails lifting (up to 50 lbs) and moving objects, reaching, bending, and kneeling.
- Perform repetitive tasks such as data entry.
- Some outdoor work in various weather conditions, including extreme heat, cold, and precipitation.
- Handle and operate equipment and tools related to program activities such as cooking and crafts.
- Potential to exert self physically in the management of acting out clients if required.

Job Description: Virtual Youth Hub Navigator

Job Description # 9405

Page 4 of 4

- **Mental Demands:**

- Exposure to acting out behaviour by clients, including verbal and physical threats.
- Requires periods of focused concentration to ensure tasks are completed accurately and efficiently.
- Ability to manage multiple tasks and prioritize work effectively.
- Maintain attention to detail while performing tasks.

- **Exposure to Hazardous Materials:**

- Exposure to potential hazardous materials, including cleaning chemicals and bio-hazards.
- Follow safety protocols and use personal protective equipment (PPE) when handling hazardous materials.
- Ensure compliance with safety regulations and guidelines to minimize risk.

Acknowledgement

I have read and understood the responsibilities and requirements of the Virtual Youth Hub Navigator position.

Employee Name: _____

Employee Signature: _____

Date: _____

Supervisor Name: _____

Supervisor Signature: _____

Date: _____