

Brentwood Recovery Home

JOB DESCRIPTION

JOB TITLE: Client Navigator, Temporary Full-Time

DATE: December 1, 2025

DEPARTMENT: Clinical Services

POSTING NUMBER: 17-2025

REPORTS TO: Director of Clinical Services

GENERAL SUMMARY

Under the supervision of the Director of Clinical Services, the Navigator ensures that clients' concerns and issues related to social needs ext., (housing, identification, finance, education, etc), are addressed.

ORGANIZATIONAL DUTIES AND RESPONSIBILITIES:

In addition to specific key job responsibilities identified in this position description, the incumbent is also responsible for contributing and supporting the overall culture and working environment of Brentwood by:

- Demonstrating and exemplifying Brentwood's mission, vision and values in day-to-day work.
- Acting with the highest standard of professionalism with clients, family members, community partners and colleagues.
- Working in a manner that preserves and respects the privacy and confidentiality of personal health information.
- Working in a manner that promotes and maintains the reputation of Brentwood and minimizes risk of harm and/or liability to the organization.
- Working in a manner that complies with Brentwood's policies and procedures.
- Working in a manner that meets Health and Safety requirements to ensure a healthy and safe workplace.
- Acknowledging, respecting, and affirming the diverse needs of our community, clients, and Brentwood's employees with the goal of reducing disparities in health outcomes.
- Contributing to Brentwood's work by promoting awareness, participating in committees and agency events.

POSITION RESPONSIBILITIES AND DUTIES:

- Coordinate, create, initiate and conduct assessments to help guide treatment planning as it relates to social determinants of health
- Demonstrate a high level of initiative, independent thinking, and judgement
- High level of computer software knowledge
- Use a trauma-informed care approach when assisting clients and staff
- Active listening, motivational interviewing skills and engagement techniques required to help meet clients' needs while facilitating task completion
- Help clients address housing concerns, financial barriers, legal issues, and other social determinates of health that may impact their sobriety

Brentwood Recovery Home is an equal opportunity employer and strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. We are committed to following recruitment and selection practices that ensure all candidates are given a fair opportunity for employment with Brentwood. We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

- Participate in creating evidence-informed psychoeducational materials that enhance current programming
- Work in close collaboration with the interdisciplinary treatment team to monitor the clients' experience through ongoing meetings to review progress, create, and adjust treatment plans, and liaise with referral sources
- Participate in the development and implementation of discharge planning and referral to appropriate community resources
- Able to work with other professionals to solve problems and achieve common goals in a predicative manner using a cooperative approach.
- Able to create positive energy in both individuals and groups.
- Complete documentation as per Brentwood Recovery Home policy and governing College Standards
- Assist with supervision of students from various programs
- Ensure all file management and reporting functions are maintained in a comprehensive and timely manner.
- Additional tasks and assignments as seen appropriate by the Supervisor

QUALIFICATIONS

Education:

Requires knowledge and skills acquired through the completion of a university degree (as deemed relevant by the employer). Registered member in good standing of a professional college deemed relevant by the employer such as the College of Nurses (preferably with Canadian Certification in Psychiatric/Mental Health Nursing) or the College of Social Workers

Experience:

Two (2) years recent and relevant supportive counselling experience, in the judgement of the employer.

Knowledge & Skills:

- Extensive knowledge of local health and social community resources with the ability to navigate for clients from other regions
- Ability to navigate and de-escalate situations and offer crisis support using appropriate methods when needed
- Experience with crisis intervention, trauma-informed care, and de-escalation techniques
- Comprehensive knowledge of mental health and addictions and treatments. Up to date knowledge of relevant mental health policies and legislation including the Mental Health Act.
- Extensive oral and written communication skills
- Bilingualism would be an asset.

Compensation and Schedule

Position is temporary full-time, one year contract from January 1, 2026

Starting salary to be based on the successful applicant's experience and qualifications.

Valid Police Clearance with Vulnerable Sector check will be required within the first 30 days of employment.

How to Apply

Resume and cover letter may be submitted by email only to rrobinet@brentwoodrecovery.com, on or before 3pm December 19, 2025.

Please mark in the subject line "Posting # 17-2025"

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