



SafeLink Alberta is an organization delivering services throughout Southern Alberta. As a non-profit organization, we work to reduce the risks associated with sexual activity and substance use. We serve and advocate for priority populations by offering low-barrier, non-judgmental, and informed programs and services. We offer a fun and energetic environment that provides opportunities for you to utilize your talents and develop new skills.

Systems Navigator – Medicine Hat

About the Role

We are seeking a passionate and empathetic Systems Navigator who will be responsible for supporting members of key populations with comprehensive and individualized support services based on our mission to reduce the harms associated with sexual activity and substance use. The Systems Navigator will work with participants to navigate complex health and social systems, while addressing and improving factors which influence health outcomes. Support services will be offered over the phone, virtually, and in person through our drop-in spaces and via street and community-based outreach. We invite you to join our team and make a meaningful impact in our communities!

This is a full-time term position from April 1, 2025, to June 30, 2026, with a possibility of extension. Based in Medicine Hat, the role requires 35 hours per week, working primarily Monday to Friday from 8:30 a.m. to 4:30 p.m. A flexible schedule including day, evening, and weekend availability will be required, particularly for outreach and community event attendance.

What you will do

- Assess participants' needs in the areas of health, housing, income security, social inclusion, legal and immigration, substance use, and basic needs.
- Provide participants with emotional support, intervention, system navigation, and substance use and sexual health education.
- Engage in prevention discussions and activities by providing safer sex and substance use supplies, along with education on reducing the risks of sexually transmitted and blood borne infections.
- Engage participants in the development of an individualized service plan based on participant-identified needs.
- Coordinate a network of resources and support services with and on behalf of participants by bridging communication gaps with service providers, arranging and/or attending referrals and case conferences, and accompanying participants to appointments as appropriate. Where approved, transportation of participants in personal vehicles may be required.
- Advocate with (and on behalf of where appropriate) participants to address barriers to accessing services.
- Ensure on-going support to participants through the development of mutually agreed upon contact plans, maintaining regular appointments and telephone calls.
- Provide online, community, and street-based outreach as required on a frequency established by participant and program requirements.
- Conduct substance use debris mitigation and provide drug poisoning intervention in community spaces where needed.
- In collaboration with leadership, develop and maintain inter-agency collaborative relationships with community partners to enhance service delivery across the system of care.
- In collaboration with the Education team, participate in the development and delivery of group education sessions on a variety of related topics as needed.

- Ensure program accountabilities through maintaining program statistics and service delivery outcome evaluation information as per database requirements, with the support of leadership and the Manager, Impact and Evaluation.
- Participate in ongoing program evaluation and reporting processes and learning opportunities as required.
- Continuously monitor quality improvement and evaluation of participant files and provide information on potential areas for improvement.
- Participate as a collaborative and supportive member of the SafeLink Alberta team. This includes engagement in community events, fund development efforts, professional and team development opportunities, and anti-racism and decolonization initiatives.

What you will bring

- Minimum two years direct work experience in front-line or participant focused support setting. A combination of equivalent experience and education may be considered. Members of communities served, including people with lived and living experience, are encouraged to apply.
- Orientation to trauma and violence informed care and anti-oppressive practice required.
- A strengths based, harm reduction, and rights-based philosophy of care is required.
- High ethical standards with an ability to maintain confidentiality required.
- Knowledge of sexually transmitted and blood borne infections, substance use, gender and sexual diversities, sex work, and other relevant topics an asset.
- Demonstrated cultural awareness and responsiveness in working across diverse populations an asset.
- Possess foundational knowledge on Inclusion, Diversity, Equity, and Accessibility (IDEA) principles in line with SafeLink Alberta's values.
- Thorough knowledge of local social service programs and community resources an asset.
- Strong knowledge of mental health and addictions-related issues and interventions an asset.
- Effective oral and written communication skills an asset.
- Current Non-Violent Crisis Intervention (NVCI) or MANDT, Suicide Intervention (ASIST), and First Aid/CPR certifications an asset.
- Provision of a criminal security check with vulnerable sector search required. A positive criminal record check will not necessarily prevent a candidate from being hired - decisions will be made on an individual basis and all information will be kept confidential.
- Commitment to participating in anti-racism and decolonization initiatives, with a readiness to continually learn and unlearn the effects of colonization, white supremacist culture, and unconscious bias is required.
- Ability to carry a backpack (up to 25lbs) and travel on foot year-round is required.
- Valid driver's license and access to reliable transportation are an asset.
- Proof of vehicle registration and \$2 million liability insurance required.

What We Offer

The salary range for this position is \$50,252 - \$60,004/year based on education and experience.

SafeLink Alberta offers a comprehensive health and dental benefits package, including access to EFAP services and an RRSP matching program. Employees start at 3 weeks' vacation per year, plus a complimentary week off between Christmas and New Year, and receive additional paid time off including personal days, sick days, and birthday.

Join an organization that values IDEA

At SafeLink Alberta, we are committed to promoting Inclusion, Diversity, Equity, and Accessibility (IDEA) within our organization and the communities we serve. For us, Inclusion means fostering a welcoming and respectful culture, diversity is ensuring a fair representation of voices and perspectives, equity is supporting everyone in accessing needed resources, and accessibility is making services available to everyone. We view IDEA as essential to building inclusive, empowered, and healthier communities while acknowledging that this involves continuous work and learning, and sometimes we will make mistakes. We strive to adapt to unlearning and learning as needed. We pledge to integrate IDEA principles into our strategic plans and keep the community informed of our progress for transparency and accountability.

We especially encourage applications from communities that are under-represented among our staff, such as people living with HIV, visible minorities, those with lived/living experience, and persons with culturally diverse backgrounds. We value your experience, and we encourage you to self-identify in your application should you feel comfortable doing so.

Ready to Apply?

This position will remain open until a suitable candidate is found. Please send your cover letter, resume, and any other relevant material to support your application via email to human.resources@safelinkalberta.ca quoting job reference **SLA – 198**.

You must be available for in-person/online interviews. No phone calls please. We thank all applicants for their interest; however, only those selected for an interview will be contacted.