



About the job

Member Services Navigator (St. Catharines Office/Hybrid)

Contract Position – Ending June 28, 2024, with Possibility of Renewal

37.5 hours/5 days per week

\$25/hour

The Organization

Founded in 1986, the Brain Injury Association of Niagara's mission is to maximize the quality of life for persons in the Niagara region who are living with the effects of an acquired brain injury through support, advocacy, and awareness. The Brain Injury Association of Niagara (BIAN) provides community-based support that serves Members. Our Members are individuals with unique needs arising from the effects of acquired brain injury who also have skills and abilities that can contribute to the well-being of other members and the organization. BIAN's vision is to be seen as a leader in community education around the needs/issues affecting those living with brain injury.

Job Summary

The Member Services Navigator will revive BIAN's Membership Program by re-connecting prior Members who became disengaged as a result of the COVID-19 pandemic. The position focuses on building BIAN's Membership and solutions to raise the profile of the Brain Injury Association of Niagara by engaging other Community Service Organizations throughout the Niagara region.

This position requires a compassionate and resourceful individual to establish collaborative relationships in the community while meeting the new needs of BIAN's Members. This is a hybrid position that requires a minimum of 2 days at our office in St. Catharines and requires regional travel from time to time.



Responsibilities include, but are not limited to:

- Reviewing BIAN's Membership list and identifying ways to reconnect with former Members who became disengaged during the COVID-19 pandemic.
- Completing Focus Groups with former and current BIAN Members to identify the relevance of BIAN's current services and their needs.
- Creating educational videos for social service organizations to provide knowledge on how to support individuals living with a brain injury who are accessing their services.
- Building relationships with social service organizations and providing brain injury education and resources.
- Creating an accessible Database of community services being utilized by Members.
- Creating an Accessible Resource for Members who require access to community services.
- Working with other staff members of BIAN and the Board of Directors to meet the needs of the organization.

Qualifications:

- A degree/post-secondary education in Rehabilitation Science, Social Services or equivalent education and experience.
- Minimum three years' experience within a non-profit organization, client services, social and health-related disciplines, or similar related experience.
- General knowledge of acquired brain injury and its implications.
- Demonstrated ability to build and maintain collaborative working relationships.
- Excellent communication and time management skills.
- Comprehensive knowledge of community service and support networks.
- Demonstrated computer proficiency working in MS Office, Canva, and Wix.
- Ability to travel within the Niagara region.
- A genuine passion for working within the field of acquired brain injury.



Given the essence of the Brain Injury Association of Niagara, lived acquired brain injury experience will always be considered an important criterion among the criteria that are part of any given search.

BIAN is committed to equity diversity, and inclusion in our recruitment processes. We strive to create a workplace that reflects the communities we serve, and everyone feels empowered to bring their full, authentic selves to work with a sense of belonging. We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to: Indigenous peoples, members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin; persons with visible and/or invisible (physical and/or mental) disabilities; persons who identify as women; and persons of marginalized sexual orientations, gender identities, and gender expressions.

We thank all applicants; however, only those under consideration will be contacted.

If you would like to make a positive impact in your community, please forward your resume to: rachel@bianiagara.org.