

Christmas Support Navigator

Temporary Full-Time (37.5 hours per week)
October 5, 2020 – December 24, 2020

Who are we?

Our mission is to increase food security through food distribution, education, and collaboration. To achieve this, we distribute over 2 million kilograms of donated food each year to our member network of 141 food banks and meal programs across the province. Our role also extends beyond food. We support our members as they build capacity to serve their communities, and we help raise awareness of the challenges hunger and poverty create each day for thousands of Nova Scotians. Working at Feed Nova Scotia is an opportunity to give back to your community and make a difference in people's lives. If you are a positive, dedicated, team-oriented person then we want to hear from you!

What is a Christmas Support Navigator?

The Feed Nova Scotia team administers a central food and gift support registry, matching residents of the Halifax Regional Municipality who need support during the Christmas holiday season, with community groups who are enthusiastic about providing that support. The Christmas Support Navigator plays a key role to ensure requests for food or gift support are processed effectively. In this role, you will help match requests with hundreds of caring community organizations and businesses; responding to a high volume of calls.

What does a Christmas Support Navigator do?

- Responds to incoming calls and makes outgoing calls with empathy, respect and accurate information
- Responds to emails on the dedicated Christmas email account
- Ensures all administrative and communication processes are consistently applied
- Accurately and efficiently enters data into a database registry
- Assists with assigning food and gift support to households

What are we looking for?

- Post-secondary training in Social Work / Psychology or a related field (or equivalent combination of training and experience) is required
- Experience providing front line support to vulnerable people is required
- Ability to effectively manage time in a high-pressure environment
- Ability to cope with ambiguity and uncertainty
- Strong verbal, written and interpersonal communication skills



- Demonstrated ability to work effectively in a team focused environment
- Flexible; able to adapt to varied work requirements
- Proficiency in Microsoft Office; Word and Excel required
- Database experience an asset
- Ability to speak Arabic an asset

If you are looking for an outstanding opportunity to make an impact in your community, please submit a cover letter and resume that clearly indicate how you meet the requirements of this position, in a PDF document to: apotts@feednovascotia.ca by 10:00pm on Sunday, September 27. Please include Christmas Support Navigator in the subject line.

Feed Nova Scotia welcomes all qualified candidates to apply. If you require any accommodations to submit your application successfully, please contact us by e-mail at apotts@feednovascotia.ca or by phone at 902-417-1685.

We thank you for your interest in employment with Feed Nova Scotia, however, only those candidates selected for an interview will be contacted. Offer of employment is conditional upon receipt of a satisfactory criminal record check.