



J O B P O S T I N G

POSTING: 2026-27

HARM REDUCTION AND HEALTH SERVICES NAVIGATOR

WAGE RATE: \$33.80 PER HOUR, 40 HOURS A WEEK

THE OPPORTUNITY

Join one of the [Top 10 Canadian Youth Impact Charities of 2022](#) today! Since 2010, Charity Intelligence has awarded Eva's with high marks for financial transparency, accountability to donors and cost-efficiency.

Learn more about Eva's Initiatives and the work that we do.

[About Us - Eva's Initiatives for Homeless Youth \(evas.ca\)](#)

ROLE OVERVIEW

The Harm Reduction and Health Services Navigator (HR-HSN) provides supportive engagement, and programming supports homeless and at-risk youth centering harm reduction and anti-oppression principles. The HR-HSN will provide crisis intervention, individual and group counseling, drop-in programming and develop and facilitate educational workshops and programs for clients. The HR-HSN participates in case management activities including intake, risk assessment, and appropriate referrals. Administrative responsibilities include report writing, activity reports, statistical collection and contributing to program and service development. This position is required to work a variety of shifts and includes support functions pertaining to the standard operation of the shelter and assuring that training and access to Harm Reduction is paramount.

The role of HR-HSN is to build relationships between Eva's support teams, key health service and harm reduction partners. They work to ensure the changing health needs of youth are met by identifying and implementing effective health initiatives. The HR-HSN will build strategic relationships with the harm reduction community and monitor trends at programs across Eva's sites and respond accordingly. The position emphasizes access to the social determinants of health while incorporating a Black-focused support perspective addressing the specific health challenges faced by youth.

This position reports to the Senior Site Manager at **Eva's Place, 360 Lesmill Road, Toronto ON M3B 2T5.**

RESPONSIBILITIES

Health Service Coordination and Partnerships

- Act as a liaison between Eva's support teams and external health and harm reduction service partners.
- Foster and strengthen strategic partnerships with COTA, ICHA, North York Community Health Services, Toronto Public Health, Harm Reduction Networks and other healthcare providers to enhance the delivery of care.
- Facilitate effective communication and collaboration between internal site teams and external partners, driving integrated health service delivery that aligns with Eva's mission and client needs

Program Development and Expansion

- Explore opportunities for the creation and expansion of health and harm reduction programs and services responsive to youth needs.
- Assess emerging health and harm reduction trends and recommend program adaptations based on site-specific needs.
- Foster inclusive and non-judgmental programs are fundamental to any harm reduction programming.
- Collaborate across Eva's programs to ensure that harm reduction strategies are central to health service provision.

Program Development and Enhancement:

- Identify gaps in existing programming or services and propose innovative solutions to address unmet needs among youth residents.
- Collaborate with colleagues to implement pilot programs and evaluate their effectiveness through feedback and data analysis.
- Seek opportunities for improvement and adapt strategies based on evolving challenges faced by youth, centering mental health initiatives.

Health Trend Analysis and Consultation

- Maintain regular communication with health and harm reduction service providers to stay abreast of emerging health needs, trends and best practices.
- Ensure health service initiatives are in line with the current needs of youth, including support for harm reduction, mental health, and substance use.
- Work in tandem with the Infection Prevention and Control teams, internally and externally to assure collective health and safety remains paramount.
- Offer valuable insights into the social determinants of health that influence youth well-being.
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Support Integration

- Focus on the health needs of youth staying in Eva's shelters while also consulting with peers in other programs such as Youth Belong Housing (YBH) Follow-Up Housing Program.

- Work alongside Community Service Workers (CSeW) and Senior Site Managers to implement ongoing health initiatives and workshops.

Equity-Centered Health Support

- Collaborate with teams to develop Black-focused health supports, addressing the unique challenges faced by Black youth.
- Ensure that health initiatives are inclusive, culturally responsive, and effectively meet the needs of marginalized youth.
- Advocate for equitable access to healthcare services for youth experiencing barriers.
- Build relationships, where possible, with Black focused service providers.

Case Management Support:

- Conduct intake assessments and ongoing risk assessments for youth entering the shelter.
- Support the development of individualized case plans in collaboration with youth, and their individual case workers to address their unique needs and goals.
- Provide comprehensive referrals to external services such as mental health resources, substance use treatment programs, and housing assistance.
- Work closely with youth to develop realistic goals and action plans, providing ongoing support and guidance as they navigate challenges.

Conflicts and Mediation:

- Facilitate conflict resolution between youth residents or between residents and staff members, utilizing effective communication and conflict resolution techniques.
- Encourage open dialogue and mutual respect, while also upholding the shelter's rules and expectations.
- Mediate disputes and negotiate compromises to ensure a safe and harmonious living environment for all.

Crisis Intervention:

- Respond promptly and effectively to crisis situations involving youth residents, such as mental health crises, substance abuse emergencies, or suicidal ideation.
- Assess the situation, de-escalate tensions, and implement appropriate interventions to ensure the safety and wellbeing of the youth involved.
- Collaborate with other staff members and external resources to develop and implement crisis management plans.

Counseling and Supportive Services:

- Offer crisis intervention services to address immediate needs and ensure the safety of youth.
- Provide both individual and group counseling sessions utilizing a trauma-informed approach.

- Implement harm reduction strategies to mitigate risks associated with substance use and self-harm behaviors.

Systemic Advocacy and Policy Change:

- Advocate systemic changes and policy reforms to address root causes of homelessness, substance abuse, and mental health disparities among youth populations.
- Engage in community organizing efforts, coalition building, and policy advocacy to amplify the voices of marginalized youth and promote social justice.
- Reinforce the need for harm reduction supports the Youth Homelessness Sector.
- Partner with advocacy organizations, policymakers, and community leaders to influence systemic change and improve access to resources and support services for vulnerable youth.

Programming and Workshops:

- Develop and facilitate educational workshops and programs aimed at empowering youth and fostering skill development.
- Organize drop-in programming to engage youth in meaningful activities and build community connections.
- Support colleagues and peers in understanding and prioritizing Harm Reduction in their work.
- Collaborate with staff and external partners to address systemic issues impacting youth wellbeing.

Documentation and Reporting

- Adhere to organizational policies, procedures, and documentation standards related to case management, reporting, and record-keeping.
- Write case notes regularly to capture updates on client status, changes in behaviour or symptoms, progress towards goals, and any barriers or challenges encountered.
- Use the Apricot Case Management software to share information with colleagues.
- Maintain detailed and confidential records of interactions with youth residents, including intake assessments, case notes, progress reports, and service plans.
- Ensure compliance with legal and ethical standards regarding confidentiality, privacy, and record-keeping protocols.
- Provide clear and concise descriptions of the incident, including date, time, location, individuals involved, actions taken, and any follow-up required.
- Submit incident reports to appropriate supervisors as per organizational procedures.
- Document referrals made to external agencies, including contact information, services provided, and outcomes.

- Track follow-up actions and monitor the status of referrals to ensure timely access to needed services.

Administrative Duties:

- Maintain accurate records of client interactions, progress, and outcomes.
- Prepare regular activity reports, statistics, and documentation as required by funding sources and regulatory bodies.
- Contribute to the ongoing development and enhancement of shelter programs and services.

Support Functions:

- Assist with the day-to-day operations of the site, including monitoring safety protocols and responding to emergencies.
- Collaborate with fellow staff members to ensure a supportive and inclusive environment for all youth residents.

QUALIFICATIONS

- Bachelor's degree in social work, psychology, counseling, or a related field. or a combination of education
- Minimum 3 years' experience of direct work with homeless, formerly homeless, and marginally housed youth
- Minimum 2 years' experience applying harm reduction approaches and working directly with youth dealing with substance use and mental health issues.
- Effective conflict resolution, crisis intervention and de-escalation skills
- Experience working from a client-centered, resiliency based framework
- Knowledge of case management principles
- Demonstrated experience in developing and implementing case management, trauma-informed care programs and clinical issues pertaining to addiction, mental health for marginalized youths.
- Strong understanding of the challenges faced by Black, Indigenous, LGBT2+ youths, substance users, and mental health youths living in homeless shelters.
- Experience in facilitating drop-in programming with strong facilitation/presentations skills. Strong youth engagement skills for program development and delivery
- Experience in providing individual and group support for youth
- Excellent communication (verbal and written) and interpersonal skills, with the ability to build rapport and establish trust with diverse youth populations.
- Experience writing case management reports, collecting data and maintaining statistics.
- Flexibility to work varied shifts, including evenings and weekends, to meet the needs of youth residents. Traveling as required.
- Commitment to teamwork and collaborative approaches

- Certification in Non-violent CPI, TSS, First Aid/CPR and Food Handlers
- Second language an asset
- "G" License with clean and current driving abstract.

APPLY

Submit a cover letter and resume in one PDF document by **August 18, 2026** to careers@evas.ca. Be sure to indicate **2026-27 HARM REDUCTION AND HEALTH SERVICES NAVIGATOR** in the title. No phone calls, please.

CONDITIONS OF EMPLOYMENT

<https://www.evas.ca/conditions-of-employment/>

LAND ACKNOWLEDGEMENT

<https://www.evas.ca/land-acknowledgement/>

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