

**Position:** Resource Navigator (PT-18 hours/week) x \$25-\$27/hour

**About CADDAC:**

The Centre for ADHD Awareness, Canada (CADDAC) is a national charitable organization committed to improving the lives of individuals affected by ADHD in Canada through awareness, education, and advocacy. We offer research-based educational programs, advocate for policy changes, provide support to individuals and families, and promote collaboration among ADHD organizations.

**Position Overview:**

Reporting to the Executive Director, the Resource Navigator will respond to inquiries and work with families and individuals affected by ADHD to identify ADHD/mental health resources in their communities.

Many families and individuals in Canada struggle to provide find ADHD resources. CADDAC's goal is to provide reliable information, resources and programs and to help families and individuals locate additional ADHD resources in their community.

The ADHD Resource Navigator will demonstrate compassion and actively listen to questions, concerns and the needs of individuals and families affected by ADHD by:

- a. Listening to concerns, frustrations, and fears
- b. Helping families to find suitable programs and resources
- c. Supporting the development of advocacy skills by sharing information
- d. Directing them to appropriate CADDAC resources and/or programs or helping them to locate additional ADHD and mental health resources in their communities. These might include therapy providers, recreation programs, schools, tutors, and support groups.

**Key Responsibilities:**

- Respond to voicemail and email inquiries from the ADHD community, providing timely and helpful responses.
- Practice active listening, demonstrate empathy and take a client-centered approach to helping callers identify suitable resources, programs and services.
- Educate individuals about ADHD symptoms, challenges, and coping strategies.
- Share information about CADDAC's programs and resources as well as other reliable ADHD and mental health resources
- Promote CADDAC's resources to community organizations across Canada.

- Identify and document mental health and ADHD resources within various Canadian communities.
- Ensure resource lists are kept up to date by contacting listed healthcare providers and other services/organizations to ensure all information is accurate
- Complete required documentation and reporting in a timely and accurate manner.
- Collaborate with CADDAC teammates to ensure client needs are met effectively.

### **Education and Experience Requirements:**

- College diploma and 2+ years of experience in customer support and/or the mental health field or a helpline position preferred.
- Not for profit/charitable organization experience an asset.
- Strong knowledge of ADHD and its comorbidities.
- Familiarity with mental health resources in one or more provinces/territories in Canada.
- Understanding of healthcare delivery systems in Canada.
- Ability to build and nurture strong relationships with diverse stakeholders.
- Strong active listening skills and the ability to provide empathetic support.
- Excellent communication and customer service skills.
- Understanding of the education system in one or more provinces/territories.
- Bilingual (English and French)- considered a strong asset!

### **Skills and Competencies:**

- Client-focused approach with strong interpersonal skills.
- Effective problem-solving abilities.
- Ability to work independently and remotely and as part of a collaborative team.
- Strong organizational skills with the ability to manage multiple tasks and priorities.
- Cultural competency and understanding of the diverse needs of individuals and families affected by ADHD in Canada.
- Experience with MS Office and Zoom.

### **Working Conditions:**

- Remote in Canada.
- Flexibility in working hours is needed including weekday evening hours.
- Occasional travel within Canada may be required for meetings or events.