**Cultural Navigator**
April 1, 2025 - March 31, 2026
This position is based out of Larga Baffin
Supervisor: Operations Manager

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**Position Summary:**

- Provide cultural training and awareness:
    - Offer training sessions to staff on Inuit culture, traditions, and values, equipping them with the cultural competence necessary to provide respectful and appropriate care.
    - Help staff understand the cultural context that may impact clients' behaviours and needs, fostering empathy and reducing potential misunderstandings.

- Client support and advocacy:
    - Assist in addressing client concerns or disputes, particularly in cases where cultural misunderstandings might arise.
    - Act as an advocate for clients, ensuring their voices are heard in a way that is culturally sensitive and inclusive, especially during emotionally charged situations.
    - Build and maintain strong relationships with both existing and potential external partners who collaborate with Larga Baffin in serving its clients. Facilitate effective communication, address concerns, and promote positive connections and cultural activities for clients.

External partners include but are not limited to: Medical Travel, Ottawa Police, Queensview Terrace North Community Association, Britannia Community Association, Pinecrest-Queensview Community Association, Not Deciding Alone, Tungasuvvingat Inuit (TI), Inuqatigiit, Akausavik.

**Key Responsibilities:**

- Maintain community engagement
- Act as a bridge between OHSNI, Larga and the community
- Integrate Larga Baffin into the community and find opportunities for clients to participate in events
- Assist in creating Inuit cultural training program for new hires during HR orientation
- Create/network Inuit cultural activities and schedule for clients
- Work with other Inuit organizations in collaboration to enhance Inuit culture
- Serve as a vital resource for Larga Baffin and guide clients with Larga Baffin organizational processes and enhancing their experience
- Advocate on behalf of the organization within the community and vice versa. This includes representing the organization's interests
- Collaborate with the community/assist with interaction with clients and escorts around the House Rules and GN Medical Travel handbook and OHSNI expectations
- Be prepared to assist social worker with crises or controversies that may arise with clients and escorts. Work to mitigate negative impacts on the organization's reputation and maintain positive relationships
- Collaborate with Client Care Management and other departments on client events and outings
- Act as key contact for entities as they support Larga Baffin in various capacities
- Build relationships with organizations for sponsorships or donation opportunities
- Assist with additional tasks, projects or activities assigned

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**Qualifications:**

- Understanding of Inuit Qaujimajatuqangit (IQ values)
- Comprehensive understanding of Inuit culture
- Strong oral and written communication skills in Inuktitut & English along with a well-defined sense of diplomacy, including solid negotiation, conflict and people management skills
- Client service experience; project management experience is considered an asset
- Sound analytical thinking, planning, prioritization, organizational, and execution skills
- Proven ability to solve complex and unique client service problems
- Ability to remain calm and poised in urgent situations
- Strong work ethic, initiative and a team player
- Ability to accurately observe and exercise independent judgment and action in a variety of situations (including emergencies)
- Must have the patience and maturity to interact with clients, visitors, and staff tactfully and diplomatically
- Experienced with MS Office Suite of products, including MS Excel, Word, and Outlook
- Ability to prioritize and meet daily deadlines in a busy office environment
- First Aid/CPR training would be considered an asset

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- Non-Violent Crisis Intervention training would be considered an asset
- Must be able to pass a Vulnerable Sector Check

**Preferred Qualifications:**

- Fluency in Inuktitut is a must
- Meticulous and demonstrated ability for strong attention to detail
- Ability to demonstrate a high level of discretion with sensitive and confidential information

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**Working Conditions:**

- Flexible hours, including nights, weekends, and holidays
- Interaction with employees, management, and the public at large
- Working in a busy office environment with frequent interruptions
- Operation of desktop computer and peripherals

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