



## JOB DESCRIPTION

<b>JOB TITLE</b>	Citizenship Navigator
<b>MINISTRY/DEPARTMENT</b>	Ministry of Citizenship
<b>REPORTS TO</b>	Manager, Citizenship Navigation
<b>JOB FAMILY</b>	Nation Support
<b>CLASSIFICATION LEVEL</b>	Level 2
<b>DATE CLASSIFIED</b>	August 2024

### POSITION SUMMARY

Citizenship Navigators are the first point of contact in the application process. They receive and review citizenship applications to assess completeness and work directly with the applicant when the citizenship application is incomplete. The Citizenship Navigator supports the applicant by providing guidance on how and where to obtain the required primary source documents for a citizenship application. They are responsible for communicating in a straightforward and empathetic manner to ensure applicants understand the process and its requirements and have accurate expectations throughout the process. The Citizenship Navigator is responsible for recording and managing citizenship applications in the Citizenship Relations Management (CRM).

### LOCATION

- Provincial Head Office – Surrey, BC.

### DUTIES & RESPONSIBILITIES

- Reviews applications for citizenship from individuals and completes a comprehensive evaluation of all documentation that has been received.
- Supports applicants in obtaining all required primary source documents and explain the citizenship process in detail.
- Communicates with applicants by email, phone, virtually and in-person.
- Conducts final comprehensive review of the citizenship application and advances to the Indigenous Research department if the application meets all the requirements and is complete.
- Supports applicants with barriers including technology, literacy, and intergenerational trauma.
- Guides the applicant through their connection to estranged and often distant family members when searching for records and information that will assist them in completing their application.
- Creates applicant profiles and records within the Citizenship Relations Management (CRM) system and ensures that profiles are updated and managed within the requirements of PIPPA and FOIPA.
- Digitizes records and maintains a high level of accuracy within the CRM system.
- Communicates as needed with the applicant to support the application process.
- Communicates in a calm, professional, and culturally sensitive manner while discussing sensitive and confidential topics.
- Uses deductive reasoning to problem solve situations that are conflict-laden and know when to notify their supervisor when the situation is unmanageable.
- Participates in committees and project teams as required.
- Undertakes related duties as assigned, consistent with the job grade of the position.



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- Other duties may be assigned as needed to ensure the efficient operation of MNBC.
- Regular/ occasional attendance at meetings/ events that may require work and travel outside of normal business hours.

### QUALIFICATIONS

- Diploma in archive and records management or a related field from a recognized, post-secondary institution.
- Minimum three (3) years of related experience in social services is preferred.
- A combination of relevant experience, education, and training will be considered.
- Experience with de-escalation and conflict resolution is preferred.
- Advanced knowledge of office management systems and procedures and Client Resource Management systems.
- Demonstrated ability to effectively communicate both verbally and in writing.
- Experience managing sensitive and personal information.
- Proven ability to prioritize tasks, meet deadlines, and work with minimal supervision.
- Proven ability to utilize, adapt, and embrace new technologies, including Office 365 and other software required by the role.
- Knowledge and/or awareness of the historical and contemporary contributions made by Métis people in B.C.
- Possession of, or the ability to obtain, a Class 5 driver's licence may be required.
- The position may require the completion of a Criminal Record Check and Vulnerable Sector Check.

### MNBC VALUES

- **Manâcihitowin (Respect)** - We respect ourselves, others and all Creation.
- **Kwayes'kwât'sowin (Integrity)** - We hold integrity as a core value. We are honest with ourselves, our colleagues, our communities, and our partners. We are reliable and follow through on our word.
- **Ahtisihcikêwin (Innovation)** - We draw on the spirit of Métis innovation and bring forward our curiosity and creativity to problem solve and develop new solutions for our people.
- **Tâpahtiyim'sowin (Humility)** - We show and practice cultural humility and cultural agility. We are open to new ideas and recognize the wisdom that surrounds us from others who carry different experiences than ours.
- **Kisîwât'sowin (Kindness)** - We show and practice lateral kindness in our organization and to everyone with whom we interact on behalf of the Nation. We practice kaa-wiichihitoyaahk (we take care of each other.)
- **Sipihkisôwin (Resilience)** - We are resilient and do not fear challenges or setbacks but remain courageous and learn from each step of the journey. We channel the courage of our Métis ancestors who faced adversity and remained resilient.
- **Atoskâtowin (Teamwork)** - We work together and actively seek opportunities to share information, collaborate on initiatives, and practice reciprocity for stronger outcomes. We embrace teamwork to achieve greater potential for success.