

Access Line Navigator

Position Overview	
Title	Access Line Navigator
Organization	Action Canada for Sexual Health and Rights
Section	Health Promotion
Reporting to	Manager, Access Fund Program
Supervision	No direct reports
Location	Ottawa or remote work within Ontario
Status	Full-time permanent, Unionized (CUPE Local 2722-05) <i>Note that funding is only confirmed to March 31, 2027</i>
Language Requirements	English required; French fluency is a strong asset Other language fluency (particularly Spanish, Hindi, or Arabic) is an asset
Salary	\$67,839 per annum, plus benefits

Position Overview

Reporting to the Manager, Access Fund Program, the Access Line Navigator is responsible for providing all services pertaining to the Access Fund, an emergency fund dedicated to supporting people facing barriers to abortion care, and the Access Line, Action Canada's toll-free sexual health information line. The Access Line Navigator provides logistical, emotional, and referral support to callers on a variety of sexual health issues from a client-centered, social justice-oriented approach to care. The Access Line Navigator coordinates client cases through the Emergency Fund, including supporting clients with logistical needs like travel and accommodations, and coordinating abortion care with service providers. The Access Line Navigator is also responsible for building and holding relationships with local community organizations and supports, abortion facilities and other partner organizations.

This position requires strong problem-solving, health system navigation, and empathetic listening skills. The position entails both independent work and teamwork.

Who We Are

Action Canada for Sexual Health and Rights is a progressive, pro-choice charitable organization committed to advancing and upholding sexual and reproductive rights in Canada and globally. To achieve our mission, Action Canada engages in health promotion, legal and policy advocacy, campaigns, and movement-building.

We believe in a world where every person controls their sexuality, reproduction, gender expression, and health. In our fight for sexual and reproductive rights for all, Action Canada challenges the systems that create unequal access to information, health care, and rights.

For more information, visit www.actioncanadashr.org.

About the Access Line and the Emergency Fund

The Access Line is a 7-day a week toll-free, confidential phone and text line. It is available for questions about sexual health, pregnancy options, abortion, and safer sex. We provide information and make referrals to sexual health providers.

On our Access Line, we provide sexual health information and connect people to the services they need, including abortion services. Our Access Line team is made up of staff members and trained volunteer members who are here to provide you with compassionate and non-judgmental support.

The Access Line also connects with our Access Fund. Because of barriers to abortion access such as geographical distance, immigration status, housing status, and other social determinants of health, some callers need financial and logistical assistance to access an abortion. Those clients are connected with staff who provide case management services to support them through booking travel, hotels, abortion appointments, and arranging other necessary supports.

Who You Are

You believe in safe, judgement-free access to abortion and sexual health services for all people and want to be part of a team supporting people across Canada. You have great active listening skills, are empathetic, and can support people on a variety of sexual health issues with a client-centered, social justice-oriented approach. You are organized, with good attention to detail, and can tackle logistical tasks with ease.

Job Duties and Responsibilities

Key Responsibilities include but are not limited to:

- Assessing and connecting pregnant people with supports to access abortion care, including financial assistance, logistical support, and evidence-based information.
- Case management, including the booking of accommodations and travel supports.
- Using project management software to track case logistics.
- Answering Access Line phone calls, texts, and emails to provide sexual and reproductive health information and referrals.
- Mapping and connecting callers with relevant external supports, where appropriate (e.g.: domestic violence supports, mental health supports, etc.).
- Identifying necessary updates to directories of sexual health providers and undertaking outreach for updates as required.
- Providing options counselling to callers seeking information on pregnancy options, and post-abortion counselling to callers seeking support after having an abortion (training provided).
- Entering client and financial tracking data in a timely manner, assisting with monthly reporting for the Access Line and Access Fund.

- Engaging in partnership work with volunteers and local, regional, and national partners to better understand the terrain of abortion access in Canada and ensure smooth processes to best support clients.
- Other duties as may be required by the Employer.

Qualifications

- A high level of knowledge and comfort in discussing pregnancy options, including abortion;
- A high level of knowledge and comfort in discussing sexual health matters, including Sexually Transmitted Infections, safer sex, etc.;
- Ability to work proactively and independently to provide support for Access Line callers;
- A commitment to low-barrier and trauma-informed client support;
- Keen attention to detail and ability to track data;
- Strong logistical skills, to support clients by booking travel, accommodations, and coordinating with service providers;
- Ability to evaluate information and resources and provide recommendations to clients;
- Excellent verbal communication skills in English;
- Strong active listening skills with an emphasis on patience, non-judgment, and empathy;
- Previous experience in client case management or customer support;
- Experience in community health settings an asset;
- Lived experience of the barriers faced by clients is an asset;
- Experience working collaboratively with partners and stewarding relationships;
- Self-directed and motivated;
- Strong ability to self-reflect, seek support, and learn from challenges when managing complex cases;
- Knowledge, understanding, and commitment to reproductive rights and a person's right to determine their own reproductive choices, anti-racism and anti-oppression, feminist policy and practice, and the mission and values of Action Canada;
- A strong understanding of the complex systemic social and financial situations of those seeking financial assistance to access abortion and strong anti-oppressive analysis;
- Proficiency in Microsoft Office (Word, Excel, Outlook);
- Proficiency in French is a strong asset;
- Proficiency in a language other than English or French is an asset (particularly Arabic, Spanish, or Hindi);
- Eligible to work in Canada.

Hours, Compensation and Benefits

This is a full-time (37.5 hours per week) salaried position. Currently, funding for this position is only confirmed to March 31, 2027.

This is a unionized position in CUPE Local 2722-05. Hours can be flexible, but must be worked between 7am-6pm ET, Monday to Friday, at a schedule determined with the supervisor for the position. Salary for this position is \$67,839 per annum.

Action Canada also provides a generous benefits program, including extended health and dental benefits, leave allowances, and RRSP contributions.

Location

Action Canada's offices are based in Ottawa, Ontario. Candidates for this position may be based in Ottawa (and may work either from the office or from a remote work location, e.g. home office) or elsewhere in Ontario. All candidates must be legally able to work in Canada.

To Apply

Please submit your application [using the form on Action Canada's website](#) by **11:59pm EST on Monday, March 2, 2026**. You will be asked to submit your **cover letter (1 page maximum), CV, and answer a few short questions**. Should you have difficulties with the application form, or should you require any accommodations or assistance, please email jobs@actioncanadashr.org.

Please ensure all application components are submitted, as incomplete applications will not be reviewed. You may submit your cover letter and CV as one document in Word documents or PDF format.

Hiring Process and Timeline

Applications will be accepted until Monday, March 2, 2026. Interviews will be held the week of March 9, with a start date of April 13, 2026, to be confirmed with the successful candidate.

The hiring process will include a one-hour panel interview to take place over video conference (Zoom). Candidates will be asked to provide three references, and those moving to the next round will have references checked.

Action Canada is committed to working within an anti-racism and anti-oppression framework and dismantling the white supremacy inherent to the SRHR movement. We are explicitly inviting women and gender diverse members of Black, Indigenous, and racialized communities to apply and self-identify in your cover letter. We welcome applications from people living with disabilities; please let us know if you require accommodations at any stage of the recruitment process.

We thank all applicants in advance, however, only those invited for an interview will be contacted. We sincerely appreciate your time and interest in Action Canada.