

PQCHC – JOB POSTING

PQCHC is an equal opportunity employer and values diversity in its workforce.

If at any stage in the selection process you require an accommodation due to a disability, please let us know the nature of the required accommodation.

JOB TITLE:	Parent Navigator, Bilingual (French/English) Essential	JOB #:	2017-0025
Status:	Permanent position	Hours:	21-24.5 hours/week
Benefits and eligibility:	Cost-shared health and dental benefits, HOOPP (pension) eligibility	Pay scale:	\$25.627 - \$30.149/hour
Application deadline:	Wednesday, March 22, 2017 at 12:00 PM		

Job Summary

The Navigator program aims to help parents who are caring for a child with complex medical needs by providing support to minimize the social, emotional and economic impacts of caring for their child. Through peer support and system navigation, parents/caregivers will be connected with key services and resources. The program is funded by the Government of Canada's Social Development Partnership Program, and Pinecrest-Queensway Community Health Centre works with the Children's Hospital of Eastern Ontario to provide this program.

The Parent Navigator will empower, coach and help parents/caregivers caring for a child with complex medical needs leverage existing resources. Working closely with the System and Knowledge Navigators, the Parent Navigator will link the family to supports with the objective of enhancing the well-being and resilience of the whole family.

Job Specific Responsibilities

1. Peer-to-peer & Knowledge Sharing

- Provide the unique perspective of a parent who has lived experience caring for a child with complex medical needs
- Respond to enquiries and referrals from individuals.
- Provide parent/caregiver directed support.
- Works with the parents/caregivers, family and other members of the team to address needs identified by the families.
- Assist parents/caregivers to develop self-sufficiency and resiliency to meet their own needs by understanding the options and the resources available.
- Establish and maintains inclusive and respectful relationships.
- Follows best practices to engage and support parents /caregivers and to inform the development of peer to peer activities.
- Organize, host and promote events /activities that support the development of a peer to peer community.
- Promote knowledge sharing among parents/caregiver and relevant stakeholders.
- Records all client interactions in an objective and accurate manner that reflects organizational/protocols and established regulatory practices.

2. Awareness & Advocacy

- Contribute and deliver the programs awareness activities to parents/caregivers and key Stakeholders.
- Represent the parents/caregivers perspective of the lived experience.

HUMAN RESOURCES

Pinecrest-Queensway Community Health Centre

1365 Richmond Road, 2nd Floor Ottawa, ON K2B 6R7

Fax: 613-288-3407 email: hr@pqchc.com (Microsoft Word format only)

Due to the high volume of applicants, we can neither confirm receipt of nor respond to inquiries regarding your application.

Only candidates selected for interviews will be contacted.

- Gather information on and contribute to the understanding of barriers and challenges that families are facing with the intent to inform program direction.

3. Teamwork and Collaboration

- Develop collaborative relationships with partners within the community and hospital settings.
- Contribute to the development of the program.

4. Administration

- Develop and maintains a comprehensive knowledge database of community resources relevant to parents/caregivers.
- Perform administrative tasks relevant to the position such as data collection, document revision, social networking, updating outreach documents and communications.

Qualifications

1. Experience

- Experience in parenting a child with medical complexities.
- Experience in strength based , client directed practices.
- Demonstrated Leadership experience.

2. Education

- Post-secondary education.

3. Key Competencies

- Effective client-focused communication.
- Excellent interpersonal skills.
- Ability to work within a multi-disciplinary team.
- Ability to efficiently communicate with diverse populations and to demonstrate an understanding of cultural/diversity influences on health, beliefs and behaviors.
- Ability to face complex and difficult situations.
- Ability to analyze situations in order to make well-informed and timely decisions.
- Excellent time management and organizational skills.
- Ability to effectively communicate in large groups.
- computer skills, particularly in Microsoft Word, Excel and PowerPoint.

4. Knowledge

- Extensive knowledge of both CHEO and community resources in the region.
- Extensive knowledge of municipal, provincial and federal supports for children with medical complexities and their families.

5. Linguistic Profile (for Centres with French Language Service Designations)

- Under the Centre's designation to provide French Language Services

- Based on New Avenues Linguistics Rating Scale: A+ (highest skill) to C- (lowest skill)
 - French (oral expression): A+ (essential for one position)
 - French (oral comprehension): A+ (essential for one position)
 - French (reading comprehension): A+ (essential for one position)
- Bilingual essential, other languages an asset.
- 6. Personal Suitability/Other Requirements**
- Ability to work independently and as part of a team.
- Ability to be compassionate and helpful while setting and maintaining relationship boundaries
- Strong ability to prioritize.
- Seeks and values others' input, expertise and feedback demonstrating a willingness to learn from other team members.
- High level professional ethics and confidentiality in all aspects of involvement with clients, family members, other agencies, and the community at large.
- Must have access to a car and a valid driver license.
- Ability to work flexible hours including the occasional evening and weekends.