

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:	System Navigator Community Health Team, Pathways and Employment Services	JOB #:	2013-0038
Status:	Permanent Full-Time	Hours:	35 hrs/week
Benefits and eligibility:	HOOPP enrollment and cost-shared extended health	Pay scale:	\$25.627-30.149/hour
Application deadline:	Friday May 19, 2017 at noon		

Job Summary

The Systems Navigator is the first point of contact for many new clients. The Navigator's overall objective is to assess client needs and connect the client with the resources to meet those needs within PQCHC and/or in the broader health care community.

The Navigator performs a comprehensive intake assessment to enable appropriate referral and works to develop client engagement in referral plan development. The Navigator works in collaboration with Pinecrest -Queensway Community Health Centre /South Nepean satellite staff as well as the external community, healthcare and other support services. He/she also has solid experience and knowledge of the Centre's population including its social, cultural and demographic pattern.

The System Navigator will also support clients who have been referred through the Health Links process where appropriate.

Job Specific Responsibilities

1. Screening/Assessment

- Respond to enquiries and referrals from individuals, service providers and external agencies.
- Complete assessments working with the client, family and other members of the team, to identify client needs. Strive to provide the appropriate level of service based on the intensity of need
- Assist clients to develop self-sufficiency and resiliency to meet their own needs by understanding their options and the resources available.
- Consult with clients to match them with and refer them to the most appropriate available services and supports, using information obtained through the screening and assessment processes.
- Encourage clients to engage in treatment/services and motivate them to seek helpful community resources while waiting for treatment/services.
- Establish and maintain inclusive and respectful therapeutic relationships with clients to facilitate commitment to adhering to care plans.
- Collaborate with clients to enhance motivation to engage in and follow-up on the referral process.
- Record all clients' interactions in an objective and accurate manner that reflects organizational protocols and established regulatory practices.
- Identify clients who may be at risk of suicide, self-harm, harming others or where child safety is of concern in order to refer them accordingly

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.

- Adhere to protocols and agreements between the Navigators Team and other relevant agencies and organizations
 - Function as an information resource for clients, families, health care providers and other community partners.
 - Perform any other related duties as assigned
- 2. Health Links Care Coordination**
- Facilitate the development and implementation of the health link care co-ordination plans as appropriate
 - Liaise with clients, caregivers, and other health services providers in the development of client –driven coordinated care plans
- 3. Client Referral**
- Serve as a point of contact for referring professionals, clients, caregivers and health and/or social services organizations.
 - Monitor referral status of clients.
 - Prepare referral reports with sufficient clarity, accuracy and level of details for agencies to make an informed decision.
 - Participate in clients case conferences with specific challenges in matching clients' needs and services.
 - Maintain a network of referral sources appropriate to the clients' needs.
 - Advocate with referral agencies on behalf of clients when appropriate.
 - Ensure client follow-up until they are referred to appropriate services or agencies.
- 4. Collaboration and External Partners (Outreach)**
- Conduct outreach and establish constructive relationships with a broad range of external services, such as Community Houses, immigrant serving agencies, and addiction and mental health services, and use these relationships to facilitate clients' access
 - Work collaboratively with CHT staff and external partners to support clients to achieve their goals and participate in case conferences where appropriate
 - Work closely with the Professional Practice Leader to refine and improve processes, identify gaps in service and potential solutions.

STANDARD CHC EMPLOYEE RESPONSIBILITIES

As an employee of Pinecrest-Queensway Community Health Centre, this position is responsible for the following:

- 1. Administrative**
- Working in a manner that preserves confidentiality and seeks to minimize risk in keeping with Privacy and Confidentiality Policies and Procedures.
 - Contributing to the Centre's activities to collect, analyse and report on data and relevant information, and participate in research.
 - Maintaining competence, and where applicable, a professional licence to practice.
 - Contributing to the Centre's practices of hiring, orienting and training of staff.
 - Working during both regular and extended hours of operation in locations identified by the Centre.
 - Submits requests for leave and overtime worked in a timely manner.
 - Complies and adheres to all applicable Centre policies and procedures.

2. Organizational

- Working in a manner that incorporates health promotion and recognizes the determinants of health.
- Incorporating and strengthening collaborative and interdisciplinary teamwork.
- Respecting and valuing the diversity of communities and individuals.
- Supporting the Centre's student and volunteer placement programs.
- Promoting awareness of and participation in Centre activities.
- Contributing to the Centre's work by participating in meetings and committees.
- Participating in the Centre's efforts to enhance its capacity through staff development.

3. Occupational Health and Safety

This position must also work within the scope of all legislative and Centre policies related to Occupational Health and Safety. In this capacity:

- Participates in Occupational Health and Safety training as required by the position:
 - First Aid/CPR – an asset
 - WHMIS
 - Workplace Violence Prevention
 - Health and Safety Awareness
 - Accessibility Training
 - Non-Violent Crisis Intervention
 - ASSIST (Applied Suicide Intervention Skills Training) – an asset
 - Other: _____
- Uses personal protective equipment when required (e.g. gloves, masks, panic buttons, etc.)

Qualifications

1. Education

- Degree in health or social sciences from a recognized university or an equivalent combination of education and experience.
- Professional certification or relevant membership to a professional organization is a strong asset.

2. Professional Experience

- At least five years' experience working with disadvantaged, vulnerable or at risk clients.
- Demonstrated experience working across the continuum of community services in the Champlain region
- Demonstrated experience and expertise in interviewing and assessing client needs.
- Experience with application of a variety of screening and assessment procedures and tools
- Experience with care coordination
- Experience working in neighborhood based settings

3. Key Competencies

- Advanced assessment and reasoning skills
- 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 to manage own case files on an independent basis.

4. Knowledge

- Strong and extensive knowledge of local, regional and provincial services
- Extensive and in-depth knowledge of access and referrals procedures
- Expert knowledge of related relevant legislation and practices
- Knowledge of current Best Practice.
- Demonstrated knowledge of theoretical approaches, models and interventions currently used in the field.
- Strong knowledge of community development practices and principles

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

- Other languages, in particular French, Arabic and Somali, are an asset

6. Personal Suitability/Other Requirements

- Flexibility and approach based on clients needs
- Ability to work independently and as part of a team
- Strong ability to prioritize
- Seek and values others' input, expertise and feedback demonstrating a willingness to learn from other team members
- Maintain a high level of professional ethics and confidentiality in all aspects of involvement with clients, family members, other agencies, and the community at large
- Strong work ethic
- Must possess a car and a valid driver license to perform assessments at different locations within the community.