



Job Description

Job Title: Community Support Navigator – Primary Care

Job Summary

The Community Support Navigator-Primary Care is a person who has lived experience with the mental health and /or addictions system. The Community Support Navigator will engage with KDCHC primary clients who are experiencing mental health and/or substance use issues to provide support and encouragement.

The Community Support Navigator, working as part of an interdisciplinary team, will build empathetic and supportive work relationships with clients in a variety of ways, such as listening, providing check-ins and participating in discussions of recovery values and principles (helping clients to gain insight into their unique circumstances /challenges). The Community Support Navigator will assist clients to focus on their strengths and wellness.

The Community Support Navigator will not provide medical advice, medical assistance or therapeutic counselling. The Community Support Navigator may self disclose as they deem necessary to foster trust and deepen the client/worker connection.

Responsibilities

1. Establish rapport for clients experiencing mental health and/or substance use issues.
2. Provide support through the discussion of recovery values and principles with the client.
3. Assist clients in identifying assets and strengths that the client can use to aid in their recovery process.
4. Support the development of client care plans by working collaboratively with both the client and the interdisciplinary team.
5. Act as point person for client support as determined in specific client care plans, or in urgent or emergent situations.
6. Support the client in accessing internal resources, as well as external services, including accompaniment and advocacy when necessary.
7. Assist with the completion of forms as necessary.

8. Participate in the development and delivery of educational sessions for staff related to working effectively and supportively with clients.
9. Participate in case reviews/discussions related to client services.
10. Work during both regular and extended hours (evenings/weekends) and in locations within Kitchener to be determined by KDCHC.
11. Participate in team and staff meetings and other meetings and committee work as appropriate to support both service delivery and organizational goals.
12. Collect, analyze and report on data and relevant information and participate in research as determined by KDCHC.
13. Contribute to the Centre's practices of hiring, orienting and training of staff.
14. Work from a Social Determinants of Health perspective to improve health outcomes for individual clients and/or for the development of community health and well-being.
15. Work individually and collaboratively in the development and implementation of quality improvement initiatives and activities.
16. Work in a manner that preserves confidentiality.
17. Work in a manner that ensures client safety and minimizes risk to clients, volunteers and the Centre.
18. Work in a manner consistent with the KDCHC Vision, Mission and Guiding Principles .
19. Work in a manner that demonstrates self-reflection and personal accountability for work performance.
20. Adhere to all KDCHC policies.

Accountability

This position is accountable to the Director of Primary Care.

Qualifications

1. Personal experience with the mental health or addictions system and services and a willingness to identify as someone with lived experience.

2. Social Services Worker Diploma, or an equivalent combination of education, training, certifications and experience in a similar role.
3. Two years' experience working in a mental health or addictions setting.
4. Experience in Peer Support and Self Help best practices.
5. Knowledge of, and skills in applying Principles of Harm Reduction.
6. Understanding of the values of the Self Help Alliance and the Philosophy of Recovery.
7. Knowledge of resources throughout the Waterloo Wellington LHIN region.
8. Demonstrated conflict resolution skills.
9. Excellent verbal and written communication and interpersonal skills.
10. Demonstrated ability to maintain appropriate boundaries in supportive relationships, within KDCHC policies
11. Proficiency in the use of a personal computer and software programs including Microsoft Office, email and internet
12. Demonstrated ability to communicate effectively in English, both written and verbally.
13. Demonstrated ability to work collaboratively.
14. Experience working effectively with culturally and economically diverse population

Approved by: Eric Goldberg, Executive Director

Date: December 6, 2017