



Kitchener Downtown Community Health Centre provides primary health care services with an emphasis on persons who experience barriers to health care access and health inequities. These services address the social determinants of health and include medical care, health promotion, illness prevention and community capacity building. Our diverse and dynamic interdisciplinary team works collaboratively with clients and the community.

We are currently recruiting for the following position:

### **Community Support Navigator – Primary Care Regular Full-time**

#### **Position Description:**

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.

## **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

## **Compensation Package**

**Salary Range:** \$41,839 to \$50,410, depending upon experience

## **Competitive benefit package, including:**

- Paid Vacation Leave: 3 weeks to start; 4 weeks after two years
- Paid Public Holidays & Sick Leave
- Professional Development funding and up to ten days paid leave
- Defined Benefit Pension Plan (through HOOPP)
- Extended health and dental insurance
- Life, Accidental Death, and Long Term Disability insurance
- Employee Assistance Plan

## **Application Process:**

Send a resume and a cover letter, detailing your experience and qualifications for this position to:

Jackie Williams  
Director of Primary Care  
Kitchener Downtown Community Health Centre  
44 Francis Street South  
Kitchener Ontario N2G 2A2

**Email applications are preferred. Send your email and attachments to:**

[jwilliams@kdchc.org](mailto:jwilliams@kdchc.org)

**With the subject line: Community Support Navigator Recruitment**

**Application Deadline:** 5 pm on December 15, 2017

*KDCHC values the diversity of its staff and welcomes applications from people of all races, ethnicity, religions, culture, sexual orientation, gender identity and those with disabilities.*

*Individuals with a disability requiring accommodation during the application and/or the interview process should advise the recruitment contact so that suitable arrangements can be made.*

*Personal information submitted will only be used for the purposes of this recruitment process.*

*We appreciate all expressions of interest; however only those selected for an interview will be contacted.*