

Job Description						
 NORTHERN HEALTH REGION	Site:	Thompson and Area				
	Department:	Hope North				
	Reports to:	Manager, Hope North Recovery Services				
	Code #:	JD-31-040	Employee Group:	MAHCP	WS#: (FAC)	NA
	Issue Date:	March 16, 2017		Last Edit Date:		
	Job Title:	Recovery Support Navigator				

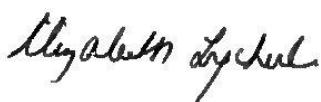
Summary:	<p>The Recovery Support Navigator focus is the Crisis Stabilization (SCU) and Youth Addiction Stabilization Unit (YASU). As an integral member of the team, provides services that link youth at risk to ongoing services and supports post placement in the Hope North Recovery Services for Youth facility. Utilizing knowledge and skills to empower clients, she/he plans, directs and coordinates community-based, culturally safe services and provides consultation to caregivers relating to the service needs of youth at risk. Services provided are inclusive of family and caregivers, are resilience based and are provided with the goal of increasing protective factors while reducing risk factors of children/youth returning to their community or alternate placement. Closely works with the youth while in the Unit(s) to better serve in developing effective goals and services post-discharge. Maintains contact with the youth, family, and caregivers post discharge until determined that the youth is no longer in need of this support, until other community supports are in place or deemed by the team to terminate involvement. The Recovery Support Navigator will provide back-up support to the Mobile Crisis Recovery Support Navigator and will cover during their absences.</p> <p>The Recovery Support Navigator will function as a member of a multidisciplinary team and will serve as a link between the CSU staff, YASU staff, the Mobile Crisis Team, Community Mental Health staff and the Northern Health Region (NHR) as a whole. Provides consultation and information on the services offered and will support opportunities to promote its programs and services. He/she will be involved with regional suicide prevention initiatives.</p> <p>The scope of this position will follow the recovery oriented guidelines as set out by the Mental Health Commission of Canada. Also striving to improve access and enhance Mental Health services provided to youth.</p> <p>The incumbent must fulfill the requirements of the Criminal Records/ Vulnerable Person, Child Abuse Registry check and Adult Abuse Registry check, and adhere to all Northern Health Region policies and procedures.</p>
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Competencies / Requirements:	
Degrees, Certificates and Licenses:	<ul style="list-style-type: none"> Baccalaureate Social Work Degree (BSW); Registered Psychiatric Nurse (RPN) (other qualifications and directly related experience deemed equivalent may be considered) Current active practicing registration with the applicable body Valid Manitoba Class V driver's license and access to a vehicle and willing to use it to travel in region throughout the year

Knowledge:	<ul style="list-style-type: none"> • Minimum of two (2) years' Mental Health Clinical experience • Two (2) years' directly related experience • Familiar with Windows based programs (Microsoft Word, Excel, Outlook) and Internet • Mental Health Programs and Services • Governing Acts and Legislation • Protocols for the Assessment and Discharge of Suicidal Children and Youth • Trauma Informed Care • Recovery Oriented Guidelines, Mental Health Commission of Canada • Child & Adolescent Development • Systems Theory • Mental Health Promotion, Suicide Prevention Initiatives and CODI Initiatives • Circle of Courage Philosophy
Skills:	<ul style="list-style-type: none"> • Effective written and verbal communication skills • Ability to speak Cree • Demonstrates interpersonal skills through clear communication and positive behavior • Ability to respect and promote a cultural diverse population. • Ability to work effectively in a multi-disciplinary team • Good organizational skills and the ability to work independently • Ability to coordinate and collaborate with resources • Ability to read high level reports and interpret them into practice • Ability to engage and work with youth, families, caregivers and agencies • Effective problem solving skills • Crisis Management Skills • Time Management Skills • Group Facilitation Skills • Leadership Skills • Ability to prioritize tasks using own initiative and judgement
Duties:	<ol style="list-style-type: none"> 1. Advocates on behalf of the Northern Health Region as a whole 2. Promotes Safety and Health in the workplace 3. Ensures effective communication within the department and organization 4. Contributes to a culture of Client Safety 5. Navigation Services 6. Case Management Services 7. Crisis Intervention 8. Consultation, Collaboration, Liaison and Advocacy 9. Administration Duties 10. Demonstrates professionalism in practice 11. Demonstrates professionalism within the Code of Conduct 12. Ability to recognize and pursue self- development opportunities 13. Ensures continuous Quality improvement 14. Demonstrates leadership qualities 15. Assist with training new staff as required
Working Conditions:	<ul style="list-style-type: none"> • Flexibility to work some selected evenings and selected weekends • Travel, including gravel and winter roads and, where applicable, by small plane, within the Region year round • Unexpected deadlines to meet • Some interruptions from internal and external sources • Experiences comfortable working conditions greater than 90% • Intense concentration, especially listening, over 70% of the time • No abnormal light or heavy carrying, climbing or other physical demands

Decision Making:	<ul style="list-style-type: none"> Capable and willing to exercise judgment in the day to day performance of duties in adherence to departmental policies, procedures, philosophy, goals and objectives Financial management of allocated budget Capable and willing to provide day-to-day leadership and coordination of services for youth, their families/caregivers Team approach to problem solving and process improvements Participate in the orientation and mentorship of new employees and students
Key Working Relationships:	<ul style="list-style-type: none"> Manager Hope North Recovery Services Director Behavioural Health Clinical Lead(s) Mobile Crisis Team Other Staff of YASU and CSU Clients, families and their supports External agencies/organizations; including Child Welfare, School Systems, Nursing Stations, Physicians/Nurse Practitioners Community Partners General Public Other organizational health care professionals/departments
Direct Reports:	<ul style="list-style-type: none"> None
<p><i>It is understood that the duties and responsibilities contained in this job description are representative of those necessary to carry out the functions of the position, however they do not limit the incumbent from performing other related duties.</i></p>	

Approved By:



March 31, 2017

VP, Director or Manager

Date

Reviewed by Human Resources:

Wanda Riedin

VP Human Resources & Chief HR Officer

April 4, 2017

Date



JOB DUTY ACTIVITIES FOR

RECOVERY SUPPORT NAVIGATOR HOPE NORTH

JD-31-040

Job Duties from Job Description	Performance Measures
1. Advocates on behalf of the Northern Health Region as a whole	1.1 Promotes the mission, vision, values and goals of the NHR 1.2 Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Act (FIPPA), RHA policies, and any other legislation 1.3 Adheres to all NHR policies 1.4 Recognizes the inappropriate use of confidential information and reports it to the appropriate supervisor in a timely manner 1.5 Participates in the goal of improving service according to budgetary guidelines 1.6 Maintains acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)
2. Promotes Safety and Health in the workplace	2.1 Understands and follows legislation and workplace safety and health requirements 2.2 Cooperates with the Workplace Safety and Health Committee and Employer on safety and health issues 2.3 Follows safe work practices and policies 2.4 Uses appropriate safety devices 2.5 Takes care to protect own health and safety 2.6 Takes all precautions necessary to protect the safety and health of other workers 2.7 Is aware and follows established policies and reporting requirements 2.8 Recognizes unsafe conditions and performs work in a safe manner to prevent injury to self and others according to the organizations policies and procedures 2.9 Reports unsafe acts and workplace hazards 2.10 Respects and promotes psychological safety in the workplace for all staff and clients 2.11 Participates in identification of the knowledge base and competency level required for safe practice in the specific area 2.12 Ensures professional practice is consistent with legislative, regulatory, ethical and professional standards 2.13 Knowledgeable in facility fire, safety and disaster plans as well as policies and procedures related to security and client safety 2.14 Participates in defusing/debriefing activities following unusual/critical occurrences 2.15 Complies with the Respectful Workplace Policy
3. Ensures effective communication within the department and organization	3.1 Communicates effectively with other members of the Community Health Services team 3.2 Communicates with department staff, individually and as a group, to promote efficient functioning and high morale 3.3 Communicates effectively with the Manager, Hope North Recovery Services 3.4 Ensures communication and responses to inquiries are addressed in a timely and effective manner 3.5 Develops and maintains relationships with internal as well as external departments, agencies or groups

	<ul style="list-style-type: none"> 3.6 Attends and participates on regular team planning meetings, and reviews minutes 3.7 Completes any required reports 3.8 Participates in supervision meetings with direct supervisor or designated manager as required (scheduled or otherwise) 3.9 Provides case coverage or intake service for colleagues when required due to staff absences 3.10 Contributes to program development and operations through participation in designated committees, strategic planning, project improvement teams and working groups 3.11 Participation in quality improvement initiatives and accreditation 3.12 Participation in committees as requested or required
4. Contributes to a culture of Client Safety	<ul style="list-style-type: none"> 4.1 Commits to client safety as a key professional value and an essential component of daily practice 4.2 Integrates client safety practices into daily activities 4.3 Understands client safety practices that reduce the risk of adverse events, such as infection control, injury prevention, safe administration of medication and risk awareness 4.4 Recognizes, responds and reports adverse events and near misses 4.5 Ensures protection of client information in accordance with regional policy and Personal Health Information Act and any other Provincial or Federal legislation 4.6 Demonstrates concern for safety of clients and takes appropriate action 4.7 Questions health care practices that may not be in the best interest of the client and/or public and, where appropriate, uses established mechanisms to report and follow-up 4.8 Takes preventative, as well as corrective action, to protect clients from unsafe, incompetent, unjust or unethical circumstances 4.9 Provides an environment that is supportive for the client
5. Navigation Services	<ul style="list-style-type: none"> 5.1 As per an integrated service model, facilitates case conferences whereby there are multiple systems involved in the child/adolescent's care, for the purpose of understanding current functioning, determining service needs, developing comprehensive and collaborative work plans 5.2 Provides orientation to services for the client, the family/ caregivers and agencies involved in a child/adolescent's care 5.3 Completes and writes suicide risk assessments and safety plans 5.4 Develops a care plan led by client and his/her family/ caregivers, with clearly identified goals and objectives 5.5 As per the Co-occurring Initiatives Model, completes brief addictions screening 5.6 Provides a range of therapeutic skills and strategies to enhance coping skills 5.7 Therapeutic support can be done with individuals and families, one-to-one or in a group format 5.8 Monitors client's progress in accordance with stated care plan goals and modifies them according to client direction 5.9 Provides supportive counseling and education related to social issues 5.10 Facilitates referrals to other resources on behalf of the client that may include: Psychiatry, Psychology, Addictions, Pediatrics/ Physicians, Child Welfare and others

	<p>5.11 Will engage the client in a trusting relationship by ensuring role clarification, provision of support, advocacy while striving for client self-sufficiency with a focus on recovery and building resilience</p> <p>5.12 Completes assessment or ensures assessments are completed; collaborative and comprehensive plans with all service providers; links the client and family to resources through referral; arranges regular case conferences with service providers; monitors effectiveness of services, resources and supports</p>
6. Case Management Services	<p>6.1 As a case manager, the Recovery Support Navigator will engage the client, his or her family/guardian and support system, in a trusting relationship by ensuring role clarification, provision of support, advocacy while striving for client self-sufficiency with a focus on recovery and building resilience.</p> <p>6.2 The case manager will be responsible for planning with the client while in the facility and will facilitate discharge plans that will include family/guardians and support system.</p> <p>6.3 As the case manager, the Recovery Navigator will facilitate follow-up service to the client until such time as the client is no longer in crisis and/or has been linked to supports in the community.</p>
7. Crisis Intervention	<p>7.1 Ensures that situations requiring immediate attention (because of client crisis) are attended and there is a plan in place to resolve</p> <p>7.2 Using specialized training, the Recovery Support Navigator may be required to provide postvention services after a trauma event to individuals, groups or communities in accordance with program directives</p>
8. Consultation, Collaboration, Liaison and Advocacy	<p>8.1 Consults, collaborates, liaises and advocates with professionals, child caring agencies, schools, community agencies, and hospitals regarding mental health issues pertaining to children, adolescents and family systems</p>
9. Administration Duties	<p>9.1 Completes forms necessary to open and close files in accordance with program standards</p> <p>9.2 Completes and records file documentation (progress notes) after each client contact</p> <p>9.3 At the time of closing files, a closing summary is completed and placed on file</p> <p>9.4 At time of transferring files, a transfer summary is completed and placed on file</p> <p>9.5 All client records (progress notes, intake forms, assessments, correspondence, fax confirmations, case plans, forms) are placed in the specified section of the file and in chronological order</p> <p>9.6 When providing coverage in a co-workers absence, completes progress notes of all interactions with clients or collateral agencies pertaining to clients</p> <p>9.7 Completes referral letters and supporting documents for the purpose of referral to specialized resources that may include, but is not limited to: Psychiatry, Addictions, Psychology, Pediatric Clinic/Physicians, Northern Crisis Services for Youth, Child Welfare, schools and more</p> <p>9.8 Completes monthly reports following the prescribed format, and submits to the direct supervisor at the end of each month</p> <p>9.9 Checks and responds to e-mail and correspondence daily</p> <p>9.10 Completes learning contracts, course registrations and travel</p>

	<p>requests (if necessary) when requesting to attend professional development</p> <p>9.11 Participates in performance evaluations annually</p> <p>9.12 Completes monthly records of expenses occurred and forwards to supervisor for approval and payment</p> <p>9.13 Secures all client records and information of a confidential nature in a locked cabinet and ensures that the computer is logged off of when leaving office</p> <p>9.14 Completes time sheets and additional service claims (if necessary) and submits to the administrative assistant and supervisor at time specified</p> <p>9.15 Completes required statistical and data system reports within the required time frames</p> <p>9.16 Promotes participation of clients in process to gather customer satisfaction surveys</p> <p>9.17 Completes occurrence reports as necessary and set out in the Health Authority's policy</p> <p>9.18 Updates phone recordings daily, weekly or as necessary to identify absences from the office, accessing alternate means of support and timeline for return calls</p> <p>9.19 Use of Out of Office Assistant on Outlook during absence from office</p>
10. Demonstrates professionalism in practice	<p>10.1 Ability to determine and deal with changing, emerging and emergency situations with clients in a flexible and adaptable way</p> <p>10.2 Participates in ongoing policy review</p> <p>10.3 Assumes responsibility for own actions</p> <p>10.4 Ensures adherence to policies/procedures in order to maintain competency</p> <p>10.5 Capable of exercising good judgment in making decisions</p> <p>10.6 Ability to prioritize</p> <p>10.7 Returns phone calls promptly</p> <p>10.8 Identifies self and department when answering calls or meeting clients</p> <p>10.9 Participates in the orientation and ongoing development of new employees and students from a variety of disciplines</p> <p>10.10 Practices in accordance with all relevant legislation</p> <p>10.11 Maintains and applies evidence-based knowledge and population health theory to practice</p> <p>10.12 Participates in the ongoing process of program planning, development, implementation and evaluation as requested</p>
11. Demonstrates professionalism within the Code of Conduct	<p>11.1 Demonstrates the ability to accept and adjust to change</p> <p>11.2 Assumes responsibility for own actions</p> <p>11.3 Appears professionally as described in NHR dress and department code policies</p> <p>11.4 Reports for work as scheduled in a prompt manner</p> <p>11.5 Exhibits initiative in the work environment</p> <p>11.6 Promotes the development and maintenance of interpersonal relationships through professional behavior, acceptance and utilization of constructive criticism and demonstration of impartiality relationships with co-workers</p>
12. Ability to recognize and pursue self-development opportunities	<p>12.1 Reviews and keeps up to date with policies and procedures of the NHR</p> <p>12.2 Participates in mandatory sessions/trainings as identified by the</p>

	<p>program and the organization</p> <p>12.3 Identifies professional development goals at time of yearly performance appraisal with plan to obtain desired or required knowledge</p> <p>12.4 Maintains and updates knowledge of new developments in program areas through journal reviews, interest groups, attending trainings, lectures and committee work</p> <p>12.5 Serves as a resource to staff and other health care professionals in areas of knowledge and expertise</p> <p>12.6 Maintains professional linkages/networks with peers</p>
13. Ensure Continuous Quality Improvement	<p>13.1 Participates in Accreditation process and committee activities</p> <p>13.2 Performs in a manner that minimizes risk and exposure to personal and/or corporate liability</p> <p>13.3 Embraces LEAN methodology</p>
14. Demonstrate leadership qualities	<p>14.1 Demonstrates leadership competencies as outlined in the NHR Leadership Competency Framework</p> <p>14.2 Leadership Competency Self-Assessment – Leading in Situations</p>
15. Assist with training new staff as required	<p>15.1 Participates in orientation of new staff as necessary</p> <p>15.2 Provides guidance to students as required</p>