



JOB DESCRIPTION:
SYSTEM NAVIGATOR
Updated:?
Union: MAHCP
Occupational Group:

The System Navigator provides assistance and support to individuals and their families such as: internal and external client referrals, resource and advocacy, and participation in individual case counselling and coordination as appropriate. The System Navigator works as a member of an interdisciplinary team identifying key partnership contacts to effectively and efficiently serve clients, and practice innovative approaches to service delivery within the broad determinants of health framework.

This will be achieved by considering risk factors (medical, social, psychological and environment) in a manner which can be understood by the client, and when applicable, their families.

QUALIFICATIONS:

- Undergraduate degree in the social sciences, graduate degree preferred
- Minimum two years supervised in person counselling experience
- Experience providing effective de-escalation with individuals requiring additional support
- Demonstrated familiarity with a broad range of social services agencies and resources
- Thorough understanding of the therapeutic/counselling process
- Thorough knowledge and understanding of crisis intervention and suicide prevention
- Thorough knowledge of posttraumatic stress, the recovery process and experience counseling people affected by trauma
- Thorough knowledge of domestic abuse, its affects and dynamics and experience counseling people affected by domestic abuse
- Thorough understanding of issues related to addictions
- Thorough understanding of mental health issues and the mental health system
- Demonstrated competence in risk and clinical assessment
- Proven ability to work from an empowerment and trauma informed model
- Established relationships and connections with First Nations, Inuit and/or Metis communities
- Previous work experience in First Nations, Inuit and/or Metis communities
- Lived experience as a First Nations, Metis or Inuit health professional
- Ability to work independently and demonstrated decision making abilities
- Proven ability to promote team and program functioning
- Demonstrated effective communication skills
- Excellent interpersonal skills
- Ability to work flexible hours, including evenings
- Awareness of and sensitive to issues of cultural diversity
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RESPONSIBILITIES:

- Link clients with appropriate community resources
- Provide clinical assessments
- Provides individual counselling

- Work as part of several teams and promotes healthy team functioning
- Liaise with community resources and service organizations
- Participate in program development
- Assist in the development of resource material
- Chart appropriately according to Klinik Policies
- Participate in training courses and in services offered elsewhere and by Klinik in order to maintain and improve quality of service
- Attend staff meetings as required
- Participate in program planning, evaluation and quality monitoring including completing daily statistics
- Participate in formal self-evaluations by identifying strengths and limitations
- Seek appropriate supervision/consultation of own actions
- Adhere to all agency policies, protocols and promote best practice
- Perform other duties and functions related to their job description not exceeding above stated

COMMUNICATION:

- Articulates complex information clearly and concisely in spoken and written formats
- Gives and receives feedback in a constructive and professional manner
- Advocates for a person or cause by adhering to principles of empowerment and collaboration

TEAMWORK:

- Builds and maintains collaborative and respectful working relationships
- Communicates directly and professionally with volunteers and team members across the organization
- Provides expertise, information and support to others
- Follows a constructive and effective process to resolve conflict

WORK HABITS:

- Ensures accuracy and high standards for work
- Organizes, prioritizes, plans and coordinates own tasks to complete work efficiently
- Demonstrates accountability and follow through on commitments and goals
- Adapts to change and displays openness to new ideas and approaches

Additional Requirements:

- Satisfactory Criminal Record, Child Abuse and Adult Abuse Registry checks