

Employment Opportunity – Systems Navigator

1 Position: 1 Permanent Full Time

The London InterCommunity Health Centre is looking for a System Navigator to support individuals facing multiple barriers accessing social and health care services. Populations with which the Systems Navigator will work include refugees, newcomers, people who are experiencing homelessness, and people with serious mental health, addictions and substance use, in the City of London.

This role works as part of an interdisciplinary team (Physicians, Nurse Practitioners, Dietitians, Social Workers, Community Development Workers, and Outreach Workers) to provide intake services for new clients, and comprehensive assessment of their strengths, capacities and needs, based on the social determinants of health.

The System Navigator also coordinate physician engagement and delivery of service to clients across a continuum of care, facilitating and ensuring the achievement of quality health outcomes.

The successful candidate will act with professionalism and courtesy toward clients, the general public and colleagues, and will demonstrate the integral qualities of excellent “customer service” when providing services.

Specific tasks and responsibilities include but not limited to:

- Accept referrals from various sources, internal and external.
- Assess each client’s needs against the Health Centre’s criteria for accepting new clients into the primary care and other Health Centre programs.
- Provide a comprehensive assessment of clients’ needs through the lens of determinants of health.
- Provide instrumental supports to clients whose primary care provider is at another location, as negotiated through the Interprofessional Collaboration (IPC) initiative.
- Ensure that referral to the Health Centre programs and services is successfully completed and communication between the referring provider and the receiving provider is reciprocal and timely.
- Engage physicians to facilitate client’s access to team based care.
- Provide and advocate for client focused services.
- Develop, evaluate, and revise clients’ service plans together with the client, their support network, and systems partners.
- Participate in the program research, data collection and evaluation.

Qualifications

- Diploma/Degree in Social Services or related health care field.
- Minimum three to five years of related experience working with highly vulnerable people.
- Experience of working with the social determinants of health.
- Awareness of, and commitment to community health.
- French proficiency, bilingual skills; an asset.

- Ability to work with diverse communities with respect, sensitivity, creativity, innovation, cultural understanding, non-judgement and
- Great facilitation skills.
- Ability to assess and evaluate client's health and social needs, as expressed by the client.
- Ability to use critical thinking and emotional intelligence skills.
- Experience in fostering and maintaining strong relationships with community partners.
- Extensive knowledge of community based services and resources.
- Valid driver's licence and access to reliable vehicle for work related activities.
- Strong computer skills, including the use of MS Office products and Electronic Medical Records (Telus Practice Solutions currently in use).

This position enjoys a supportive environment with flexible hours, 37.5 hours a week, from Monday to Friday, with possibility of working evenings and weekends, working primarily from our downtown office. We are proud to offer Medical Benefits, Pension and Paid Vacation to our valued employees, as well as other wellness advantages offered to support a healthy work environment.

Qualified applicants are encouraged to apply for this position by forwarding a cover letter and resume by Friday, February 1st, 2019 by 12:00 am to the attention of Roger Kabuya:

Mail: London InterCommunity Health Centre
659 Dundas Street
London, Ontario, N5W 2Z1

Email: jobposting@lihc.on.ca
Fax: (519) 642-1532

London InterCommunity Health Centre is an equal opportunity employer and committed to hiring staff that reflect the diversity of the clients and community that we serve. Should you require accommodation in making an application please contact our office. We thank all applicants for their interest, only those selected to proceed in the competition will be contacted.

To learn more about the Health Centre visit us online at www.lihc.on.ca, follow us on Twitter @HealthCentre or like us on Facebook – London InterCommunity Health Centre.