

# Full-Time Systems Navigator

For more than 30 years, the London InterCommunity Health Centre has provided health and social services to those who experience barriers to care including poverty, homelessness, language or culture, and complex and/or chronic health conditions including mental health and addictions. Today, with four busy clinics in three of London's most under-served regions, the organization is viewed as a community leader in newcomer health, care of marginalized women, issues of health equity, client-led service development and the advancement of partnerships that improve access to vital services for people who are at the margins in our community. Throughout the COVID-19 pandemic, we have innovated new ways to continue to support our staff and clients through this difficult time with minimal interruption to our service delivery.

### About the Position

The Health Centre is looking for a Systems Navigator to support client care. This position offers a unique opportunity to make a difference in the lives of those impacted by homelessness, mental illness, substance use, poverty, complex and chronic health conditions.

This role works as part of an interdisciplinary team of physicians, nurse practitioners, nurses, social workers, physiotherapists, dietitians, community developers, outreach workers and support staff in supporting clients in accessing services available within the Health Centre.

The Systems Navigator also coordinates physician engagement and delivery of service to clients across a continuum of care, facilitating and ensuring the achievement of quality health outcomes. Our goal is to address the needs of Londoners who experience

barriers to accessing care and services and have complex mental health, substance use and/or social issues.

The successful candidate will work in collaboration with the client, and other care team members, to thoroughly understand all aspects of the client's situation and provide high quality care aligned with the values of the Health Centre.

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".

This full-time position typically works Monday to Friday, 37.5 hours per week, with some evening and weekend flexibility required.

### Required Qualifications:

- Diploma/Degree in Social Services or related health care field
- Minimum three to five years of related experience working with highly vulnerable people
- Knowledge and experience with the Social Determinants of Health
- Ability to work with diverse communities with respect, sensitivity, creativity, innovation, cultural understanding, non-judgement
- Ability to assess and evaluate client's health and social needs, as expressed by the client
- Experience in fostering and maintaining strong relationships with community partners
- Extensive knowledge of community based services and resources

### Preferred Qualifications:

- Experience with Electronic Medical Records (Telus Practice Solutions Suite currently in use)
- Strong computer skills, including the use of MS Office Products

### Nice to Haves:

- French and other language skills are considered an asset in supporting the communities we serve

### What's in it for you:

With a strong focus on employee well-being and development, the Health Centre is proud to support our staff with a well-structured compensation plan:

- A competitive salary
- 100% employer-paid health and dental benefits
- Participation in the Healthcare of Ontario Pension Plan (HOOPP)
- Paid sick and emergency time to tend to self and family care
- Paid vacation time
- Paid time to promote mental well-being and prevent burnout
- Paid professional development time and funds to support your career goals
- Numerous interdisciplinary training opportunities to promote growth in your role

### How to Apply:

If you feel you are the right person for this role, please send a cover letter and resume by email to [jobposting@lihc.on.ca](mailto:jobposting@lihc.on.ca), stating the position title in the subject line of the email. Please also indicate in the body of the email where you learned of this opportunity.

\*With consideration for the COVID-19 pandemic, interviews may be conducted in-person with appropriate physical distancing or online via Zoom to best meet Public Health Guidelines and the needs of the selected candidates. If the use of Zoom presents a barrier for candidates, alternate methods can be arranged.\*

Submissions will only be accepted until September 20, 2020.

The Health Centre is 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 will be contacted.

To learn more about the Health Centre visit us online at [www.lihc.on.ca](http://www.lihc.on.ca), follow us on Twitter @HealthCentre or like us on Facebook – London InterCommunity Health Centre.