

JOB DESCRIPTION

DEPARTMENT: Navigator Program
TITLE: **Continuing Care Coordinator: Navigator Program**
IMMEDIATE SUPERVISOR: Manager
REPORTS TO: Director

The Navigator Program is a 5 year federally funded program to help address a critical gap in support for parents, pioneering effective non-medical support mechanisms to allow the parents/caregivers of children with medical complexity to succeed and thrive. By providing parents dedicated, expert resources focused on addressing the social, emotional and economic costs of caring for a child requiring complex medical care, the Navigator Program will be pioneering an expanded, holistic and best practice approach to support parents in their caregiver role.

The program is based on three pillars: 1) System Navigators: supporting parents in navigating the systems outside healthcare (school, employment, family and social life etc.). Parent Navigator, parents providing parents peer to peer support and lastly Knowledge Navigator: establishing best practice guidelines and online resources to support parents, employers and professionals to effectively support parents.

POSITION SUMMARY

The incumbent will play a leadership role in developing and implementing the Navigator model, working in partnership with community organizations and parents to assess the needs and gaps, establish best practices and build community capacity to ensure families are well supported in their journey to care for their medically complex children. In this role the individual will also be responsible to provide support and system navigation to parents and caregivers in the Complex Care program.

MAIN RESPONSIBILITIES

- Project Development, implementation and evaluation.
- Coordinate the various aspects of project, families/caregivers and external resources.
- In consultation with parents/caregivers, Complex Care team and partners develop project documents; participate in the job descriptions, criteria for admission and discharge, support model development and client information packages, etc.
- Determine the information and communications needed by the stakeholders (e.g., who needs what information, when they need it, and how it will be given to them). Ensure needed information is available to project stakeholders in a timely manner.
- Support other professionals who are working with families/caregivers to create awareness and build capacity within the larger support system network.
- Plan support or outreach group/network for families, build on partnerships to grow community support network, advocate for access to supports and assist with system navigation (individual and population based).

- Provide education, tools and resources and help guide and support professionals who are working with families/caregivers.
- Provide system navigation support to parents and caregivers.
- Provide counseling and support to families by offering ongoing individual, family and group counseling, crisis intervention and/or conflict resolution related to being a caregiver.
- Provide assistance and support with respect to linking and accessing needed services.
- Work closely with the interdisciplinary community teams and parent navigators to provide continuity of care for patients between visits.
- Conducts comprehensive psycho-social and family assessments by methods such as interviewing the patient and family, obtaining relevant information, gathering social data regarding the patient and family and formulation of assessment and plan of intervention, in accordance with professional practice standards and clinical policies.
- Maintains current knowledge on evidence based practice by such methods as reviewing literature, consulting with clinical and community experts in the field, evaluating clinical practice and participating in professional development activities in order to improve care through new practices.
- Performs administrative tasks by maintaining clinical documentation, progress notes, workload statistics and updating health records in accordance with established standards.
- Flexible working hours and availability
- Carries other responsibilities as assigned.

QUALIFICATIONS

- University Degree in Social Work, Psychology, Counseling or related field. (Essential)
- Master's Degree (Preferred)
- Project or program development skills and experience. (Essential)
- Demonstrated leadership skills. (Essential)
- Demonstrated expertise and knowledge about the impact of chronic stress and complex illness on the family unit. (Essential)
- Minimum 5 years' experience working with parent/caregivers in a community setting (Preferred)
- Demonstrated ability work independently. (Essential)
- Demonstrated ability to conduct comprehensive psychosocial assessment. (Essential)
- Demonstrated ability to plan, organize and prioritize work. (Essential)
- Demonstrated ability to work collaboratively and effectively in an inter professional environment with co-workers, physicians, clients and their families and external agencies (Essential)
- Well-developed communication, presentation and group facilitation skills.(Essential)
- Knowledge base of public, private and voluntary community resources to support parents/caregivers (Essential)
- Previous experience brokering social support services between agencies (Essential)
- A drivers license and car are required
- Advanced knowledge and experience in Social Media and technology to enhance team communication. (Preferred)
- Police Record Check (PRC). (Essential)
- **Fluency in both English and French (Essential)**