



CHIPPEWAS OF NAWASH UNCEDED FIRST NATION

Social Navigator

Department: Health & Wellness
Program: Wellness
Report To: Case Manager
Term of Employment: Full-time Permanent
Hours of Work: 30 hours per week
Level: Level 5 (\$27.75 - \$34.50)

JOB PURPOSE

Under the direct supervision of the Case Manager the Social Navigator will work closely with community members/service providers to identify member's needs and develop strategies to address them and assist in developing positive relationships. The Social Navigator supports clients moving to life stabilization by determining their ongoing needs to link them to appropriate health and social services. Provide continued support including working collaboratively with other community teams/agencies including 'Violent Threat Risk Assessment' (VTRA) and 'Rapid Intervention Support Team' (RIST) to ensure clients do not fall 'between the cracks'.

KEY DUTIES AND ACCOUNTABILITIES

- Establish rapport with staff and individuals being released from treatment and/or corrections facilities
- Assess client's strengths and needs, and help with motivation, goal setting, and planning for recovery and reintegration with society and community, considering short-term and long-term goals
- Provide supports or services based on the client's needs including but not limited to physical health care, mental health care, addiction, depression, anxiety, self harm, suicide prevention, harm reduction and trauma services
- Work collaboratively with other frontline agencies including emergency shelter staff, community outreach, police, housing, health and wellness, social services
- Navigate through complex systems, such as health care and/or social services enabling advocacy on their behalf, ensuring they are aware of their rights and have access to needed resources
- Perform case planning, monitor and support the client's progress in addressing barriers through various methods including 'one on one' support, and motivate and facilitate participation in programs
- Follow up with clients who have been housed to assist them to connect with necessary wrap around services to support them to stay housed, including the collection and verification of information required to determine initial and ongoing community placements
- Assist clients with assessing eligibility for social benefits options and develop plans of action while providing necessary advocacy, support, and assistance including but not limited to transportation to court and wellness checks,
- Assist staff by providing client assistance for matters such as but not limited to wellness checks, form completion such as but not limited to, Non-insured Health Benefits, Jordan's Principal, reapplying for lost ID, transporting to appointments, and food bank
- Participate in the communities' VTRA and RIST Teams for the benefit of supporting clients
- Maintain a strong working knowledge of the communities' services and resources
- Complete required documentation and forms, record relevant case information, and record statistics as required to maintain accurate records of services provided
- Develop and implement (along with service providers) programs and services to meet the needs of the community when identified as needed
- Perform other duties as assigned that are necessarily related to the role

REQUIREMENTS

Education and Experience:

- Social Services Worker Diploma
- Minimum of two (2) years work experience in Social Services addictions or mental health or community development

Designations, Licences & Requirements:

- Valid Ontario Class G Driver's Licence
- Acceptable recent Criminal Record and Vulnerable Sector Check
- First Aid and CPR certification or willingness to undertake
- Training and certification in WHMIS 2015, Occupational Health and Safety, Workplace Violence and Harassment, COVID-19 Health and Safety, Health and Safety Overview

Knowledge, Skills & Abilities:

- Life skills training considered an asset
- Ability to enhance participation motivation in order to make a follow through on decisions related to housing stability and wellness
- Demonstrated ability to work with clients utilizing a goal-focused approach
- Understanding of community agencies and a cross section of service providers
- Ability to maintain client confidentiality and professional boundaries and respect client privacy and autonomy
- Ability to maintain composure during frustrating interpersonal situations
- Knowledge of Indigenous culture and traditions with respect to all faith standards of living

PROBLEM SOLVING & COMMUNICATION

- Experience in conflict resolution practices including "in the moment" problem solving and intervention
- Effective interpersonal and communication skills
- Ability to relate and support all clients in a non-judgmental way
- Work as part of a multi-disciplined team with professional commitment, flexibility and good dispute resolution skills

DECISION MAKING & IMPACT

- Ability to assist and support clients and/or community members who are experiencing a variety of diverse difficult situations
- Maintain a personal code of conduct, integrity and sound judgement
- Demonstrates sound judgment by knowing when to consult with the Supervisor and/or make reports regarding mandates and professional reporting requirements
- Ability to monitor the impact of the programs and services and make recommendations as needed

SAFETY RESPONSIBILITIES

- Ensure thorough understanding of Health and Safety Policy and Procedure Manual and Occupational Health and Safety acts and regulations
- Ensure using prescribed protective equipment and/or devices for safety and setting example
- Follow reporting for potential and actual hazards
- Take every reasonable precaution in the circumstances for the protection of self and others

STAFF REPORTS

- No direct reports, but may be required to show others how to perform tasks

WORKING CONDITIONS

1. **Physical Demands** – Frequent periods of stooping, reaching, pushing, walking, climbing, standing, kneeling, lifting and/or fixed work position. Lifting of some objects not exceeding 20 pounds
2. **Environment** – Combination of indoor and outdoor work environments which may present exposure to adverse weather conditions and safety hazards. Exposure to undesirable scents/smells and hazardous material including, but not limited to cleaning supplies
3. **Mental Effort** – Some may find tight deadlines and interactions with persons or situation stressful
4. **Position Type/Expected Hours of Work** – Regular full-time hours of 30 hours per week and requires availability to work some evenings, weekends and holidays

This job description is intended to convey information essential to understanding the scope of position and it is not intended to be an exhaustive list of experience, skills, efforts, duties, responsibilities or working conditions associated with the position.

I hereby acknowledge and agree to comply with the above job description necessary to fill the position.

Employee Name

Employee Signature

Date

Supervisor Name

Supervisor Signature

Date