



Position: System Navigator

Job Type: Full-Time

Reporting to: Executive Director

Closing Date: Open until position is filled

Salary: \$36.29 – \$38.25 (per hour)

The Burlington Family Health Team (BFHT) is a primary care organization, funded by the Ministry of Health, serving the Burlington community. Our interdisciplinary health care team provides programs and services including psychotherapy, physiotherapy, remote care management for chronic disease and a number of other primary care services. The **Burlington Family Health Team** is looking for a System Navigator to join our dynamic team. We are looking for an energetic individual who is patient-centred, adaptable and excels in collaboration and innovation. The system navigator will deliver service in accordance with FHT policies and professional practice standards.

Position Summary:

In collaboration with clinicians, patients and health care and community service providers, the system navigator supports patients who face system barriers in accessing the care and supports they need, with a particular focus on helping patients find attachment to a primary care provider. This is achieved through education, information, advocacy and navigation with the goal of positively impacting patients' health and wellness. In partnership with patients, the system navigator assesses patients' needs and goals with a focus on social determinants of health, identifies community-based health and social services/resources and links patients through referrals, advocacy and collaboration. The system navigator also attends and participates in the Burlington Family Health Team, Burlington Ontario Health Team and community wide tables, initiatives and meetings.

Roles and responsibilities:

- Help patients access resources they need and collaborate with other community providers to support patients
- Apply the principles of patient centered care, relationship building and care coordination to assist patients who face barriers to accessing services they need

- Provide outreach services in the community to bring services to people who need navigation support, with a particular focus on helping people find a primary care provider (i.e. family doctor) if they don't have one
- Meet with patients, in person or virtually, as per patient preference, to understand needs, concerns and priorities
- In partnership with each patient, develop a plan to support access to care and services to achieve goals
- Provide education and information about care and service options and resources
- Facilitate team communication, system advocacy and navigate barriers to care that patients and families may experience
- Assist patient with forms/applications to access services/support
- Inventory relevant community services and resources, liaising with external stakeholders and referral sources
- Use critical thinking skills to escalate more urgent patient care needs
- Provide presentations/education for health and social services professionals
- Maintain and update all patients' health records
- Collect data for program accountability, evaluation and quality improvement and prepares/submit reports as required
- Actively seek opportunities to improve the patient experience and support system change

The ideal candidate:

- Registered Social Worker or Registered Nurse with proof of Registration in good standing with their respective regulatory college. 3–5 years of demonstrated experience working in clinical/community settings with a diverse clientele to provide health and social support, including for persons experiencing mental health concerns (including mood disorders and addictions), persons with disabilities, unhoused/precariously housed, newcomers and refugees
- Solid understanding of primary care in particular, healthcare in general as well as social services systems
- Working knowledge of the social determinants of health and demonstrated capacity to integrate Equity, Diversity, and Inclusion (EDI) principles and anti-oppressive practices
- Demonstrated ability to effectively advocate on behalf of patients within the social services and/or health care systems
- Excellent verbal and written communication skills in English
- Outstanding problem-solving and critical thinking skills and a well-defined sense of diplomacy, including solid interpersonal, negotiation and conflict resolution skills

- Demonstrated ability to assist patients and family members with concern and empathy, respecting their confidentiality and privacy and communicating in a courteous and respectful manner
- Demonstrated ability to work well independently and as a collaborative member of an interprofessional team with a high degree of resourcefulness, flexibility and adaptability
- Demonstrated skills in program planning and development and in preparing and delivering presentations to various audiences
- Proven experience in group facilitation and adult education modalities
- Working knowledge of and adherence to the Personal Health Information Privacy Act

Other requirements:

- Working knowledge of MS Word, Excel and Electronic Medical Record systems
- Valid Ontario driver's license and access to a vehicle as outreach in the community and home visits are required
- Ability to work flexible hours, including evenings and weekends to meet the needs of patients
- Must provide a satisfactory current Criminal Reference Check (CPIC) including a Vulnerable Sector Check prior to hire.
- The ability to provide services in French and/or in another language is an asset.

Work Location:

The work environment for this position involves providing in-person services in the clinic and a variety of community settings. Occasional weekend and/or evening coverage may be required.

Why Join Our Team:

We offer a competitive compensation package, including HOOPP pension. We are a dynamic and innovative team focused on supporting our community and our multi-disciplinary approach to care offers cross-collaboration and enhanced opportunities for learning. We offer a culture that is respectful, welcoming and inclusive, we have a strong health and safety focus and are committed to supporting a work/life balance for our team members.

To Apply:

Please forward a cover letter as well as curriculum vitae to:

Burlington Family Health Team



Location: Burlington, Ontario

Email address: humanresources@burlingtonfht.com

Website: www.burlingtonfht.com

We thank all who apply however only those selected for an interview will be contacted. *No phone calls please.*

The BFHT is an equal opportunity employer and supports diversity, equity and a workplace free from harassment and discrimination. We encourage applications from all qualified candidates, including women, persons with disabilities, members of visible minorities and aboriginal persons, individuals of diverse gender and sexual orientation and all groups protected by the Human Rights Code. The BFHT is committed to an inclusive and accessible process for recruitment, selection, and assessment. Accommodations are available upon request at any point in the selection process by notifying the recruitment staff.