



POSITION DESCRIPTION

Position: Community Navigator
Program: WELLBEING SERVICES
Reports to: Director of Operations
Date Approved: April 2016

This position is responsible for providing outreach and follow-up services addressing the social and emotional needs of older adults through assessment, support, connecting to resources, advocacy, system navigation, identification of system gaps and engaging community to fill those gaps.

The community navigator will work to locate vulnerable individuals who are experiencing isolation, offer support to access resources and help navigating systems that might appear as road blocks to connecting and receiving necessary basic living supports. This will include working with Multicultural seniors and other diverse populations. The community navigators will provide information about services, provide practical supports, assist in filling out forms and provide advocacy. They will also foster social supports by connecting them to seniors' centres and other community resources to increase their social connections.

RESPONSIBILITIES:

Area of Responsibility	Tasks
Direct Services	<p>Follow up services:</p> <ul style="list-style-type: none"> • Provide comprehensive assessments; • Provide support to seniors who are frail and/or isolated and/or having difficulty with a life transition; • Establish case plans that are client centered and holistic; • Monitor and evaluate appropriate case plans at regular intervals to assess changing intervention needs; • Provide necessary referrals both within Sage and in the community; • Coordinate the organization and delivery of services for seniors with unmet needs; • Assist seniors in identifying barriers to accessing resources and support them in overcoming these; • Advocate on behalf of clients where needed; • Schedule appointments with clients in office or in their homes, depending on the individual's needs;

	<ul style="list-style-type: none"> • Assist with form filling as required; • Assist senior in making meaningful social connection within their community, seniors' centres, and/or through volunteerism, when appropriate; • Attend monthly case management meetings; • Work within a team environment to assist with challenging cases. <p style="text-align: center;">Outreach services:</p> <ul style="list-style-type: none"> • Seek out seniors at risk and provide supports for their identified needs; • Collaborate with other agencies and professionals for the benefit of the client; • Identify gaps in service; • Advocate for system change; • Organize and deliver public education as required; • Participate on internal and external committees as required.
Volunteer Coordination	<ul style="list-style-type: none"> • Assist in the co-ordination, training, and supervision of students and volunteers involved in the Community Navigator and Specialized Outreach program; • Provide on-going support, encouragement and recognition to students and volunteers in the program; • Assist with the annual volunteer appreciation events.
Planning and Program Development	<ul style="list-style-type: none"> • Maintain statistical data; • Identify opportunities for improving and supporting older adults in need of specialized support services; • Assist with the development of policies and procedures for the Community Navigator and Specialized Outreach program; • Develop standard forms and processes for all aspects of Community Navigator and Specialized Outreach program, when required; • Assist in the development and implementation of new group programs and services (e.g. support group for isolated seniors), when required; • Keep abreast of current resources for seniors; • Keep up to date on development/research in the field of gerontology.
Other Duties	<ul style="list-style-type: none"> • Other duties as assigned/required. • Participate in planning and implementation of workshops and special events within a team environment.

QUALIFICATIONS

- College or University prepared in a wellbeing related field, such as community development, recreation therapy, social work, nursing, occupational therapy.
- Hold a valid First Aid certificate.
- Be able to provide a Criminal Record Check.
- Have (and be prepared to use) a vehicle and possess a valid Class 5 driver's license.
- Be able to obtain \$2 million auto liability insurance.
- Have a clear understanding of inclusive, anti-oppressive practice.

SKILLS and EXPERIENCE

- Experienced in community-based in case management.
- Program development and implementation experience;
- Able to demonstrate a good understanding of the needs of older people;
- Knowledge of community resources and services related to older people;
- Self-motivated and able to work as part of a team.
- Excellent communication skills;
- Excellent problem solving skills;
- Familiarity and experience with issues related to senior volunteers;
- Understand the concept of community development;
- Computer literacy, especially Word for Windows and Excel.

TERM

This is a temporary full-time position (until May, 2019).

HOURS OF WORK

35 hours per week. 8:30 a.m. to 4:30 p.m. with a 1 hour unpaid lunch break, unless otherwise advised or participating in the Compressed Work option.

SALARY LEVEL

\$40,800 base rate per annum, plus benefits and pension contributions as defined by Board policy. Rates above the base salary rate will be considered based on assessment of the successful candidate's education, skills, previous experience and other factors.