

ESPANOLA REGIONAL HOSPITAL AND HEALTH CENTRE

Service Navigator

We are currently looking for a permanent full-time Service Navigator. The successful candidate will be responsible for providing coordinated and integrated case management supports in collaboration with the Hospital High Intensity Needs Program and Community Paramedicine Program, to reduce the need for Emergency Room and Alternate Level of Care (ALC) utilization. The successful candidate requires a thorough understanding of acute care, community and social service agencies and supports. The successful candidate is a highly motivated individual who demonstrates superior attention to detail, excellent judgement, and proven communication skills.

In addition, the successful candidate will foster and support a team environment to ensure the attainment of our organization objectives and will act as a role model for all staff and promote the reputation of the facility in the community. This will be accomplished through active employee involvement, continuous training, and development, and commitment to compliance with policies, procedures, and standards.

Qualifications:

- Requires successful completion of a post-secondary education program in Human Services or similar and three years' experience in Human Services with emphasis on program delivery. Alternatively, a combination of education and/or experience is required.
- Must possess Standard First Aid and CPR. Requires a satisfactory Criminal Reference Check.
- Requires a valid Ontario Class G (or equivalent) driver's license.
- Bilingualism (English & French) is considered an asset.
- Ability to assess risk and potential risks before entering a home, in partnership with the collaborating service providers.
- High level of ability to use computers and other information technology including specific case management software and administrative systems including databases, word processing, spreadsheets, data input, and retrieval.
- High level of ability to manage competing priorities, and the ability to be flexible and multitask depending on changing needs of individuals.
- Demonstrates excellence in customer service, communication, and interpersonal skills in dealing with individuals, co-workers, management, the public, employers, and other community agencies.
- Demonstrates knowledge of a large variety of community programs to assist clients with their needs.
- Demonstrates ability to relate empathetically and effectively to motivate individuals.
- Demonstrates ability to assist in the development of program goals and targets.
- Demonstrates on-going commitment to the principles and practices of client confidentiality.
- Demonstrates respect for people of all colour, culture, nationality and circumstance.
- Ability to set priorities and work independently or as part of a team.



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To apply, please email your resume
outlining your relevant experience to:

recruitment@esphosp.on.ca

Responsibilities:

- Assess individual needs, provide information to support individual improvement plans, evaluate the plan's ability to improve outcomes.
- Ensure personal safety in partnership with the collaborating service providers to determine if it is safe to enter the individual's living space, identify if the team will enter the home.
- Collect and provide statistical data; to support operational needs, evaluation by consumers of services provided, and information on all resources by community.
- Investigate alternative methods or partnerships for service opportunities and pathway development to optimize efficiency and improved outcomes. (patient, client, person)
- Support individuals in collaboration with the Patient Navigator, Crisis Intervention Worker, and Community Paramedic to improve overall health and address social needs.
- Refer individuals to services and supports that promote the achievement of goals.
- Work and utilize all community health and social service sector programs, using an integrated service delivery approach.
- Build and maintain strong connections with internal and external stakeholders.
- Promote excellence in case management. Document the services and supports provided using an outcome plan.
- Identify and communicate gaps in service delivery and recommend improvement strategies.
- Regular travel throughout the community is required to provide individuals with in-person supports and occasionally to attend meetings and training.

Benefits:

This position offers a competitive compensation package including paid vacation and sick leave, health and dental benefits, life insurance and pension plan. Starting hourly wage is \$37.67 to \$42.39 depending on experience.

Please submit your resume and cover letter in confidence to:

Human Resources Officer
Espanola Regional Hospital and Health Centre
825 McKinnon Drive
ESPANOLA, ON P5E 1R4
Fax (705) 869-4039
Email: recruitment@esphosp.on.ca

The Espanola Regional Hospital and Health Centre is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes. If contacted for an employment opportunity, please advise if you require an accommodation.

This competition will remain open until the position is filled. Only applicants who have been selected for an interview will be contacted.



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