



<b>Title</b>	<b>Health Coach Systems Navigator - Health With Dignity Program</b>
<b>Position Type</b>	<b>12 months project (with possibility of extension), Full-time, 35 hours/week</b>
<b>Posting Date</b>	<b>March 29, 2022</b>
<b>Expiry Date</b>	<b>April 11, 2022</b>
<b>Posting Type</b>	<b>Internal &amp; External</b>
<b>Short Description</b>	<p>Access Alliance Multicultural Health and Community Services (AAMHCS) is a Community Health Centre that aims to provide services and addresses system inequities to improve health outcomes for the most vulnerable immigrants, refugees, and their communities. The Centre envisions a future in which Toronto's diverse communities achieve <b>health with dignity</b>.</p> <p>Health With Dignity is a dynamic inter-professional team that includes a nurse practitioner, RN, health Coach System Navigators and Peer Outreach Workers. HWD is composed of numerous initiatives that improve access to care, support and resources as well as improving the quality of the experience for people who are structurally vulnerable, face multiple systemic challenges/barriers, lack resources, and may be non-insured.</p> <p>We are looking for a Health Coach System Navigator (HCSN) who is experienced, motivated, and self-directed to be part of the Health With Dignity (HWD) team. The HCSN will use various frameworks to conduct assessment, evaluate needs, assess risks and crisis containment through one to one and/or group sessions in order to strengthen coping skills, provide support, make connections to resources, improve good mental health, address specific issues and/or increase self-management and sufficiency in daily living and health related activities.</p> <p>The HCSN will assist in developing and supporting existing partnerships with community organizations and healthcare providers and actively participate in promotion, planning, implementation, evaluation, knowledge transfer, and system change solutions. The HCSN will work closely with and provide direction to peer support workers. The candidate will also work to improve sector/system practices through knowledge exchange and enhance system effectiveness through appropriate coordination and referrals.</p> <p>The selected candidate will report to the Manager, Health With Dignity (or designate).</p>
<b>Detailed Description</b>	<p><b>RESPONSIBILITIES &amp; DELIVERABLES</b></p> <ul style="list-style-type: none"> <li>• Carry out assessments and coordinate care for medically and socially complex clients</li> <li>• Work with clients on individual and group level to provide: goal setting, support and education build skills in order to achieve desired goals</li> <li>• Support clients across the lifespan to achieve good mental health and stabilize their mental health through health/psych education, self-management skill building, and health systems navigation skill building</li> <li>• Work within an inter-professional team to develop practical solutions and strategies for clients who face barriers to good mental health and/or access the right care services at the right time and/or act as a liaison between primary care providers, hospital providers, external community providers and the client</li> <li>• Facilitate connections with external agencies and community resources to increase clients' understanding of resources available to them to help increase good mental health</li> <li>• Manage varied and complex caseloads with input from team members on medical, psychological, physical and financial issues</li> <li>• Participate in the development, implementation, monitoring and evaluation of relevant services for clients and the community</li> <li>• Accurately record and report detailed information on the effectiveness of the service and clients' progress in our Electronic Medical Records system</li> <li>• Share learnings to improve practice &amp; policy in the broader system and to expand direct service to people who face inadequate housing, unemployment, mental health and substance use challenges, food insecurity and challenges with the legal system</li> <li>• Identify strategies and promising practices that can be modeled or systematized for future clients with similar needs</li> <li>• Contribute to the organization by participating in program quality improvement initiatives, research and education</li> <li>• Ability to travel and provide services throughout the City, at designated sites, and to work evening and weekend shifts when required/scheduled</li> </ul>

**QUALIFICATIONS AND SKILLS:**

**Required:**

- The role is open to nurses (RN), social workers (MSW), Occupational Therapists (BOT), Health Coaches (certified) or a combination of relevant education and work experience;
- Current registration with a relevant College or recognized licensing body
- 2 years of experience in a community health, community based and/or mental health setting
- Demonstrated and excellent interpersonal, communication (written and verbal)
- Presentation, Problem-solving, organizational, and time management skills
- Ability to work independently, and be a self-starter
- Computer literate, with proficiency with Microsoft Office Suite including Excel
- Strong research skills for coordination of community resources
- Thorough knowledge of broad determinants of health and issues affecting low income, multi-lingual and racialized and LGBTQ communities
- Thorough understanding of health promotion and community development principles
- Ability to work collaboratively and interdependently with an interdisciplinary health care team

**Considered an asset:**

- Demonstrated flexibility to work in a fast paced, ever-changing environment;
- Experience working with uninsured, low-income, multilingual, and/or racialized communities
- Principles of an anti-oppression and cultural competence framework;
- Ability to speak a second language of our priority populations
- Experience working in mental health and/or addictions
- Health Coach or Systems Navigation training
- Education and/or experience in therapeutic modalities such as CBT, DBT, ACT for individuals or groups

**Salary:** \$61,475 - \$74,148

**Hours:** 1.0 FTE (35 hours per week)

**Duration:** 12 months, with possibility of extension

**Bargaining Unit position:** United Food and Commercial Workers, Local 175

**Classification:** Health Promoter (HP)

**Start Date:** Early May 2022

**Interview Date(s):** April 14<sup>th</sup> and 15<sup>th</sup>, 2022

Access Alliance offers comprehensive group benefits coverage, annual vacation entitlement, cumulative sick leave entitlement, employee assistance programs. Access Alliance is a HOOPP employer. In accordance with the Collective Agreement, health benefits, and annual vacation entitlements are only provided if the contract extends past 12 months.

**Application Method**

With "**Health Coach Systems Navigator**" in the subject heading, please send your resume and cover letter by April 11, 2022 at 5:00pm to:

by E-mail: [jobs@accessalliance.ca](mailto:jobs@accessalliance.ca)

by Regular Mail: **Hiring Committee, Health Coach Systems Navigator**

Access Alliance Multicultural Health and Community Services

340 College Street, Suite 500, Toronto, ON, M5T 3A9

**No phone calls please.**

**Please be advised that our organization requires all staff, students, and volunteers to be fully vaccinated. Proof of vaccination can be obtained from the Ministry site.**

We thank all applicants for their interest but only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position.

We encourage applications from individuals who reflect the broad diversity of communities we work with, including those from racialized and LGBTQ communities.

In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance. Access Alliance encourages a scent-free environment. Employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and other scented personal care products (i.e. perfumes, lotions, hairspray, etc.) while at the Centre.