



Central Community Health Centre

(Serving: St. Thomas, Central Elgin, Township of Southwold)

Systems Navigator – Volunteer Position

Time Commitment: One morning or afternoon per week for a 3 – 3.5 hour period

1.0 — Summary of Position

- 1.1 The Systems Navigator assists clients with applications for various forms of identification such as birth certificates.
- 1.2 Help clients identify and access community resources.
- 1.3 Advocate for clients who encounter difficulties accessing services.

2.0 — Primary Responsibilities

- 2.1 Assist clients with the completion of applications for various forms of identification. (eg birth certificates) Both online and paper based
- 2.2 Assist clients to troubleshoot unsuccessful applications
- 2.3 Refer client to appropriate local services or to the Community Outreach Worker/Systems Navigator for further assistance
- 2.4 Navigate and advocate within government systems with respect to application process and pathways
- 2.5 Become knowledgeable of the applications and pathways to apply for ID documents such as Ontario Birth Certificate (we also complete out of province birth certificates), OHIP card, ON Photo ID, SIN, Name Change Application, Sex Designation Change Application, Birth Registration
- 2.6 Provide transportation for clients as needed to government office ie Service Ontario in Aylmer
- 2.7 Provide payment for ID for individuals without an income or low income such as ODSP, CPP, CPP-D or OAS
- 2.8 Become familiar with and abide by the Centre's Volunteer Policies and Procedures
- 2.9 Become familiar with the programs and services provided by the Centre
- 2.10 Maintain confidentiality
- 2.11 Attend any training sessions and volunteer meetings as required
- 2.12 All other duties as assigned

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3.0 — Accountability

3.0 Community Outreach Worker/ Systems Navigator/ Designated Manager

4.0 — Qualifications

- 4.1 Strong interpersonal skills
- 4.2 Excellent communication and problem-solving skills
- 4.3 Patient and empathetic
- 4.4 Able to work well with people living with mental illness and from diverse backgrounds
- 4.5 Able to remain calm in a busy environment and in crisis situations
- 4.6 Trustworthy and reliable
- 4.7 Must possess a valid class G Ontario Driver's License, with proof of insurance and a clean record for three years minimum.
- 4.8 Drivers abstract (updated annually)
- 4.9 Police check

5.0 — Upholding Standards

Organizational Beliefs, Values, and the Health Promotion Model

- 5.1 Knowledgeable about the organization's Vision, Mission, principles and organizational philosophy, and incorporates these beliefs into everyday work
- 5.2 Works in a manner that incorporates health promotion and recognizes the determinants of health
- 5.3 Understands and respects the process by which the community is involved in decision making
- 5.4 Engages volunteers, participants and/or clients in leadership and/or capacity development opportunities wherever possible
- 5.5 Works to reduce barriers to access (e.g., transportation, childcare, hours of service, etc.)
- 5.6 Ensures that use of personal information acquired in the line of duty complies with CCHC's privacy policies

Organizational Excellence

- 5.7 Provides a welcoming and supportive environment for participants and individuals served
- 5.8 Acts with professionalism and courtesy toward participants and individuals served by the CCHC, the public and other staff members
- 5.9 Works in a manner that preserves, maintains, and respects confidentiality of participants,

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volunteers, clients and staff information

- 5.10 Respects and values the diversity of communities and individuals
- 5.11 Contributes to the development and promotion of CCHC in St. Thomas, Central Elgin and Township of Southwold
- 5.12 Maintains and develops professional competence through appropriate continuing education and/or professional development

Occupational Health and Safety

- 5.13 Works in a manner that meets all Health and Safety requirements to ensure a healthy and safe workplace
- 5.14 Takes and maintains required training (e.g., WHMIS, First Aid)

Organizational Duties and Responsibilities

- 5.15 Works in a manner that promotes and maintains the reputation of the organization and minimizes risk of harm and/or liability to the organization
- 5.16 Works in a manner that complies with the organization's Human Resource Manual
- 5.17 Contributes to the organization's endeavours to collect, analyze and report on data, and participate in research
- 5.18 Contributes to the organization's efforts to secure and maximize resources for current and new programs, services, and activities
- 5.19 Performs other duties that support the mission/mandate of the organization, as assigned by the Chief Executive Officer or his/her designate