



Systems Navigator

Full-Time – 37.5 hours per week

Wage: \$30.76–\$35.89 per hour, based on experience and qualifications

Location: St. Thomas / Elgin County

Central Community Health Centre (CCHC) is recruiting for a: Systems Navigator

Central Community Health Centre (CCHC) is a non-profit, community-governed primary health care organization serving St. Thomas and Elgin County. We provide team-based, client-centred care and community programs that promote health equity, prevention, and wellbeing.

We are currently seeking a Systems Navigator for a full-time position of 37.5 hours per week to provide client-centred navigation, outreach, advocacy, brief case management, and service coordination for individuals experiencing barriers to health and social services.

About the Role

The Systems Navigator supports individuals experiencing complex health and social circumstances, including mental health or substance-use concerns, poverty, housing instability, food insecurity, and social isolation. Working as part of an interdisciplinary team, this role helps clients identify their needs, understand available options, connect with appropriate health and community services, and overcome barriers to care. The Systems Navigator also supports peer advocates and may provide services at CCHC, in community settings, through outreach initiatives, or through CCHC's Mobile Health Unit.

Key Responsibilities

- Conduct client-centred assessments and work with clients to establish individualized goals and service-navigation plans
- Provide information, education, brief support, practical assistance, and advocacy to address barriers to care
- Facilitate referrals, warm connections, and coordination with health, social, and community services
Assist clients with applications, documentation, appointments, communication with service providers, and service requirements
- Support clients in building knowledge, confidence, self-advocacy, and independent system-navigation skills
- Conduct outreach and identify systemic, organizational, cultural, financial, transportation, and accessibility barriers
- Maintain current knowledge of community programs, eligibility requirements, referral pathways, and wait-list procedures
- Build collaborative relationships with health-care providers, social-service agencies, and community partners
- Participate in interdisciplinary case conferences, care planning, chart reviews, and service-coordination discussions

- Mentor and support peer advocates in developing navigation skills, professional boundaries, and confidence
- Maintain timely and accurate documentation and contribute to program evaluation, quality improvement, and resource development
- Support outreach and mobile services and perform other related duties as assigned

Qualifications

- Strong preference will be given to candidates who are registered professionals in good standing with an Ontario regulatory college relevant to the position, particularly Registered Social Workers (RSW) or Registered Practical Nurses (RPN)
- Other health or social-service professionals may be considered where their education, registration, and experience are relevant to the role
- Candidates with an equivalent combination of relevant post-secondary education and substantial experience supporting individuals with complex health and social needs may also be considered
- Recent experience in community health, primary care, mental health, substance-use services, housing, social services, outreach, or a related setting
- Experience providing system navigation, brief case management, service coordination, advocacy, or community outreach
- Strong knowledge of health, mental-health, substance-use, housing, income-support, food-security, and community-service systems
- Demonstrated understanding of the social determinants of health, health equity, trauma-informed practice, cultural safety, and harm reduction
- Strong communication, organization, problem-solving, follow-up, and documentation skills
- Sound judgment and the ability to work independently in complex, sensitive, or unpredictable situations while remaining accountable to an interdisciplinary team
- Proficiency with electronic medical records, Microsoft Office applications, and other digital communication and documentation systems
- Ability to travel throughout CCHC's service area is required

Employment Conditions

- Wage: \$30.76–\$35.89 per hour, based on experience and qualifications
- Full-time position, 37.5 hours per week
- Eligible for HOOPP pension and benefits, in accordance with CCHC policy
- Conditional upon satisfactory references and required screening
- Applicants must be legally entitled to work in Canada
- The normal work week consists of 37.5 hours, with flexibility to include occasional evening and/or weekend hours
- Satisfactory Police Criminal Record Check or Vulnerable Sector Check
- Proof of immunization for COVID-19 and measles is required, subject to applicable accommodation under the Ontario Human Rights Code

Work Location: St. Thomas, Elgin, and Southwold.

How to Apply

Please submit a résumé and cover letter outlining your qualifications and interest in the position to hiring@centralchc.com by **Friday, September 18, 2026**.

Please include “**Systems Navigator**” in the subject line.

We thank all applicants for their interest. Only candidates selected for an interview will be contacted.

Central Community Health Centre is committed to employment equity and creating an inclusive workplace. We welcome applications from qualified candidates from diverse backgrounds and lived experiences. Accommodation is available throughout the recruitment process upon request.

Accessibility, Equity & Privacy

CCHC is committed to fulfilling its obligations under the Ontario Human Rights Code, the Accessibility for Ontarians with Disabilities Act (AODA), and the Employment Standards Act (Ontario).

Accommodation is available for all parts of the recruitment process. If you require accommodation to apply or if selected to participate in an assessment process, please advise in advance.

Central Community Health Centre is an equal opportunity employer. We believe diversity among our staff and volunteers enriches our organization and enhances services to our community. CCHC maintains a scent-free environment. Employees, students, volunteers, and visitors are asked to refrain from wearing fragrances and scented personal care products while at the Centre.

Personal information collected during the recruitment process is collected under the authority of applicable privacy legislation and will be used solely for the purposes of candidate selection.

Use of Artificial Intelligence (AI)

CCHC may use digital tools, including artificial intelligence, to support administrative aspects of recruitment and operations. All hiring decisions are made by qualified staff and not by automated systems alone. Any use of AI aligns with privacy, accessibility, and human rights requirements.