



Central Community Health Centre

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

Systems Navigator

Hours of Work: 37.50 hours per week, flexible to include evening and/or weekend hours

1.0 — Summary of Position

The Systems Navigator provides client-centred navigation, outreach, advocacy, brief case management, and service coordination for individuals experiencing barriers to health and social services.

The position primarily supports people experiencing mental health or substance-use concerns, poverty, housing instability, food insecurity, social isolation, and other complex health and social circumstances.

Working as part of an interdisciplinary team, the Systems Navigator assists clients in identifying their needs, understanding available options, accessing appropriate health and community services, and overcoming barriers to care. The Systems Navigator promotes client choice, autonomy, dignity, safety, and meaningful participation in care planning.

The Systems Navigator also contributes to building system capacity by supporting, mentoring, and developing peer advocates to strengthen their ability to assist clients with navigation, connection to services, and other appropriate supports.

Services may be provided at Central Community Health Centre, in community settings, through outreach initiatives, or through CCHC's Mobile Health Unit.

2.0 — Primary Responsibilities

Client Navigation and Support

- 2.1 Conducts client-centred assessments to identify health, social, practical, and system-navigation needs.
- 2.2 Works collaboratively with clients to establish individualized goals and service-navigation plans that reflect their priorities, strengths, circumstances, and readiness.
- 2.3 Provides information, education, brief support, practical assistance, and advocacy with or, where appropriate, on behalf of clients to address barriers and support access to appropriate health, social, and community services.
- 2.4 Facilitates referrals, warm connections, and coordination with appropriate health, social, and community services, and follows up as needed to support client access and continuity of care.
- 2.5 Assists clients in completing applications, gathering documentation, attending appointments, communicating with service providers, and understanding service requirements.

- 2.6 Supports clients in building knowledge, confidence, self-advocacy skills, and the ability to navigate health and social-service systems independently where possible.

Outreach and Access to Services

- 2.7 Conducts outreach to individuals and communities experiencing barriers to accessing health and social services.
- 2.8 Identifies barriers affecting client access to care, including systemic, organizational, cultural, financial, transportation, and accessibility barriers, and communicates recurring service gaps or emerging issues to support follow-up, planning, and quality improvement.
- 2.9 Participates in services delivered through CCHC's Mobile Health Unit and other community-based locations, as required.
- 2.10 Promotes awareness of CCHC programs and services among clients, community partners, and underserved populations.

Advocacy, Collaboration and Community Partnerships

- 2.11 Builds respectful and trusting relationships with clients, community partners, and team members using a consistent, compassionate, non-judgmental, and person-centred approach.
- 2.12 Participates in interdisciplinary case conferences, team meetings, chart reviews, care planning, and service-coordination discussions.
- 2.13 Maintains current information regarding community programs, eligibility requirements, referral pathways, wait-list procedures, and emerging community needs to support accurate and timely client navigation.
- 2.14 Builds and maintains collaborative relationships with health-care providers, social-service agencies, and community partners to strengthen referral pathways, improve service coordination, and identify opportunities to improve access across the local service system.
- 2.15 Demonstrates inclusive, respectful, and affirming practice with diverse populations, including but not limited to Indigenous peoples, racialized communities, newcomers, people living in poverty, people with disabilities, and LGBTQ2S+ individuals and communities.
- 2.16 Demonstrates a commitment to applying trauma-informed, culturally safe, harm-reduction, recovery-oriented, and de-escalation approaches when supporting clients, and continues to build knowledge and skill in these areas.

Peer Advocate Development and Capacity Building

- 2.17 Provides mentorship, coaching, education, case consultation, and practical resource support to peer advocates to strengthen their knowledge, confidence, system-navigation skills, professional boundaries, and capacity to support individuals with complex health and social needs.
- 2.18 Supports the effective integration of peer advocates within CCHC programs and services by helping to clarify roles, referral pathways, escalation processes, and circumstances requiring involvement of a regulated health-care provider or other member of the interdisciplinary team.

Documentation, Evaluation, and Program Development

- 2.19 Completes timely, accurate, objective, and professional documentation in the electronic medical record and other organizational systems.
- 2.20 Obtains and documents informed consent before sharing client information or coordinating services, except where disclosure is otherwise required or permitted by law.
- 2.21 Collects and reports required program, service, and outcome data.
- 2.22 Contributes front-line observations and system-navigation expertise to quality-improvement, program-planning, resource-development, and the development of referral tools, service directories, workflows, policies, and educational materials.
- 2.23 This is an evolving role, and duties, priorities, and expectations may be adjusted over time to reflect organizational, program, and client needs.

3.0 — Accountability

- 3.1 This position reports to the Chief Executive Officer.
- 3.2 The Systems Navigator works collaboratively with CCHC's interdisciplinary team while remaining accountable for working within the scope, responsibilities and professional boundaries of the position.

4.0 — 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 candidates who are one of the following:

- A Registered Social Worker in good standing with the Ontario College of Social Workers and Social Service Workers; or
- A Registered Practical Nurse in good standing with the College of Nurses of Ontario.

Other regulated health or social service professionals may also 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.

Regulated professionals must maintain current registration, meet all continuing-competence requirements, and carry professional liability coverage as required by their regulatory college and CCHC.

- 4.1 Recent, relevant experience in community health, primary care, mental health, substance-use services, housing, social services, outreach, or a related setting.
- 4.2 Demonstrated experience supporting individuals experiencing complex health and social circumstances.
- 4.3 Experience providing system navigation, brief case management, service coordination, advocacy, or community outreach.

- 4.4 Experience working effectively within an interdisciplinary community-service team.
- 4.5 Strong knowledge of health, mental-health, substance-use, housing, income-support, food-security and community-service systems.
- 4.6 Demonstrated understanding of the social determinants of health, health equity, trauma-informed practice, cultural safety and harm reduction.
- 4.7 Strong communication, organization, problem-solving, follow-up, and documentation skills, with demonstrated initiative and persistence in seeking information, navigating barriers, and pursuing appropriate solutions when circumstances are complex or unclear.
- 4.8 Sound judgment and ability to recognize when consultation, referral, supervisory support, or emergency response is required including in demanding, sensitive or unpredictable situations.
- 4.9 Ability to work independently in a fast-paced environment while remaining accountable to an interdisciplinary team.
- 4.10 Proficiency with electronic medical records, Microsoft Office applications and other digital communication and documentation systems.
- 4.11 Ability to travel throughout CCHC's service area is required.

5.0 — Upholding Standards

Organizational Beliefs, Values and the Model of Health and Wellbeing

- 5.1 Knowledgeable about the organization's vision, mission, principles, and organizational philosophy, and incorporates these beliefs into everyday work
- 5.2 Works within an interdisciplinary team and strives to work collaboratively, respecting the skills and knowledge of others
- 5.3 Works in a manner that incorporates health promotion and addresses the social determinants of health
- 5.4 Understands and respects the process by which the community is involved in decision making
- 5.5 Engages volunteers, participants and/or clients in leadership and/or capacity development opportunities wherever possible
- 5.6 Works to reduce barriers to access (e.g., outreach and mobile services, language, life skills, transportation, childcare, hours of service, etc.)
- 5.7 Committed to utilizing available resources to support wellness (e.g., EAP, attending staff wellness events, sharing concerns as per CCHC's Human Resource Policies, etc.)

Organizational Excellence

- 5.8 Contributes to a welcoming and supportive environment Acts with professionalism and courtesy toward all individuals served by the CCHC, the general public and other staff members and volunteers

- 5.9 Works in a manner that complies with CCHC's privacy policies and preserves, maintains and respects confidentiality of participants, volunteers, clients, and staff
- 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, the Township of Southwold and wherever else CCHC may be represented
- 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 Completes 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 Resources 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 their designate.