



## **Job Description: Community Navigator**

### **Reporting Relationships:**

The Community Navigator reports to the Chief Executive Officer.

### **Summary of Role:**

The Community Navigator manages the Community Information website and the records contained within it, for Brant, Haldimand and Norfolk.

The Community Navigator provides professional and confidential first point of contact for the agency, acting as the 'front door' to services by providing information and consultation on community services. Additionally, the Community Navigator may screen for eligibility, assess urgency, triage to appropriate agency staff, and book appointments with staff.

The Community Navigator shall use a family centred approach; focus on each individual's strengths; effect the agency's stated values and service principles; and support the least intrusive as well as inclusive options.

### **Hours of Work:**

The Community Navigator manages a 37.5-hour workweek, primarily being available for business hours 8:30 a.m. to 4:30 p.m. Monday through Friday, with flexible scheduling expected to meet the needs of clients and the agency.

### **Qualifications:**

1. Post-secondary education in human services
2. Minimum of five years' experience in the child/youth service system with proven skills in service navigation
3. Extensive knowledge of the range of cross-sectoral supports and services available to children, youth and their families in the communities of Brant/Brantford; knowledge of relevant services in Haldimand-Norfolk, Hamilton, and Niagara
4. Capable in using a variety of software including word processing and data-base applications.

### **Conditions of Employment:**

1. Valid Ontario driver's license and current clear driver abstract with a reliable automobile and sufficient insurance for use on company business;
2. Acceptable police Vulnerable Persons Record check; maintaining no criminal convictions for which a pardon has not been granted.
3. Proof of full COVID-19 vaccination, or medical exemption with compliance to requirements for regular antigen testing.

### **Competencies:**

In all activities, the following competencies will be displayed:

1. *Clinical Judgement* - Maintain strong understanding of issues impacting children/youth including but not limited to Autism Spectrum Disorder, mental health, developmental and special needs, Fetal Alcohol Spectrum Disorder, and health to inform and support service navigation.

2. *Collaboration* - Strong interpersonal skills that support the development and maintenance of good working relationships; a collaborative approach that solicits input from others and cultivates teamwork; inter-disciplinary coordination that promotes and optimizes the health and well-being of the child/youth/family.
3. *Service Navigation* - Support clients to navigate health, education and social systems, demonstrating respect and family-centered practice; be responsive to the needs of clients.
4. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; respond to time-sensitive information; make sound judgments to coordinate services; and ensure follow-up and communication.
5. *Facilitative Decision-Making and Problem Solving* - Ask questions, probe for answers, and work to build consensus while recognizing the right problems to work on in a focused and positive manner.
6. *Communication* – Strong communication skills (written, oral, listening and non-verbal); engage in positive, productive, and proactive conversations that support access to information and connection to services.
7. *Role Modeling* - Champion the principles and practices of inclusion and equity; lead by example; share expertise and act as a resource to others.
8. *Implementation* - Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; strong organizational skills; the highest professional and confidentiality standards; ability to work independently and participate as a team member; flexibility and a sense of humour.
9. *Continuously Learning* - Is an active learner, including child and youth best practices as well as relevant legislation; responsible for professional development and acquisition of knowledge and skills, including attending learning opportunities relating to program area, identifying professional goals as well as personal areas for growth; apply newly acquired knowledge in service delivery.

## **Responsibilities:**

### **1. Community Information Website**

- Maintain accurate, comprehensive, unbiased information records about the social, health and human services available in Brant, Haldimand and Norfolk to ensure the community has access electronically to information about local services.
- In accordance with AIRS Information and Referral standards, as well as standards established by 211 Ontario:
  - Verify and organize data collected.
  - Review and edit data received to ensure accuracy, reflecting current data standards and mandatory elements; this includes records created or modified by other Contact Brant staff.
  - Classify data.
- Research and consult with community stakeholders to identify and add appropriate new records to the database.
- Ensure at least annual reviews and updates to each record, meeting the minimum expectation set by Ontario 211 in our service contract.

- Extract and compile statistical data from the Database as required for the Chief Executive Officer for reporting to the Board of Directors and funders.
- Promote general community awareness of the database as well as the 2-1-1 provincial services which utilize the Database records; promote the importance of organizations being included in the database and keeping their records updated.
- Act as the liaison with other database providers and database contracts.

## **2. Front Door Services:**

### **a. Single Point of Access:**

- Provide professional and confidential first point of contact for the agency, acting as the 'front door' to services by answering in-coming calls, providing information and consultation on community services and resources, as well as supporting streamlined access to child and youth services.
- As appropriate, screen for eligibility, assess urgency, and book appointments with staff.
- Triage calls to appropriate agency staff.
- Support the agency's role outlined in the *Transition Planning Protocol and Procedures for Young People with Developmental Disabilities* by regularly reviewing the EMHware TAY Report for client eligibility.
- Fully understand Privacy legislation and ensure informed consent is received from clients and information is only disclosed to those for the purposes intended.
- Document all information and consultation calls; maintain confidential, professional case notes meeting Recording Standards Policy requirements.

### **b. Urgent Response Service (URS):**

- Support the agency's role as the Lead Organization for the regional Ontario Autism Program's Urgent Response Service:
  - Appropriately triage to URS once confirmation of registration in the Ontario Autism Program (OAP) has been received
  - Assist with the Step 1 Screening, as needed, to meet the 2 business day response timeline. Engage parents/caregivers and child/youth in the process of gathering the screening information; build on information others have gathered to reduce the family having to repeat their story.
  - If completing the provincial Step 1 screening tool, identify the presence of one or more of the high-risk factors; whether the behaviour or situation is new or there has been a recent escalation; the caregiver's ability to cope with the current situation; and whether the client is in crisis.
  - For clients identified as being in crisis, immediately connect them with their local emergency services (crisis services, hospital, and/or police).
  - For those deemed eligible for next steps in the URS screening, book an intake appointment with a URS Coordinator.
  - Provide appropriate service navigation for those not eligible for URS through connection to Access and OAP services in their community.

**c. Coordinated Information:**

- Be familiar and cognizant of existing and new resources and information about services and resources offered by Ministry-funded service providers and the broader community; this is primarily required for Brantford/Brant, as well as the Hamilton-Niagara Region specifically related to the Urgent Response Service.
- Provide timely, clear and accurate information and consultation to children, youth, families, professionals and the general community about resources.
- Maintain electronic resource materials on community services to provide readily available information to callers.

**3. Professional Expectations:**

- Represent Contact Brant in a professional manner at all times by maintaining professional and ethical conduct and behaviour; exhibit stated agency values
- Utilize a strengths-based, family-centered service approach.
- Adhere to agency Policies and Procedures as well as Service Principles
- Ensure accurate and professional documentation in the Community Information records.
- Respect the role as a health information custodian – fully understand privacy legislation; ensure informed consents are received from clients and information is only disclosed to those for the purposes intended.
- Fulfill all requirements of client record keeping in a timely manner and document data required by Ministry.
- Maintain qualifications as a Certified Community Resource Specialist, and Certified Community Resource Specialist – Database Curator.
- Demonstrate strong communication skills. Communicate concisely, clearly and in a manner that is appropriate for the listener; provide written reports in a writing style appropriate for the reader; use reflective listening skills; and use non-verbal communication that is compatible with the message being conveyed.
- Support the agency's quality assurance by regularly requesting and receiving client feedback.
- Act as a liaison in the community at large through development of good working relationships with external colleagues and organizations.
- Promote effective teamwork through daily interactions with co-workers and participation in staff meetings.
- Facilitate working relationships with providers in child/youth services, the health sector, and education in order to enable their regular contribution into service delivery and planning.
- Develop and foster effective working relationships with clients, cross-sectoral service providers, schools, and other community stakeholders to facilitate effective coordination of services for each client.
- Work with community partners to develop interagency processes that support transparent, seamless, effective and efficient delivery of client services.
- Respond promptly to issues and feedback identified

- Identify gaps and needs in the service system to support planning and improving services offered in the community.
- Promote and represent Contact Brant through presentations, social media, participation in events, and committee membership.
- Keep the Chief Executive Officer abreast of issues as well as matters that could impact Contact Brant, both operationally and strategically

The Community Navigator is an integral member of the Contact Brant team. It is expected that the Community Navigator will contribute to problem solving with regards to improving services, efficiency and effectiveness of the organization.

This job description may evolve with the changing operational requirements of Contact Brant. With this in mind, the position is not limited to the duties outlined above.