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Position Title: Parent Navigator

Program:

Department:

The Navigator program aims to help parents who are caring for a child with complex medical needs by providing support to minimize the social, emotional and economic impacts of caring for their child. Through peer support and system navigation, parents/caregivers will be connected with key services and resources. The program is funded by the Government of Canada's Social Development Partnership Program, and Pinecrest-Queensway Community Health Centre works with the Children's Hospital of Eastern Ontario to provide this program.

Role

The Parent Navigator who has experience raising a child with complex medical needs; as defined as child with:

- Multiple medical issues (that may or may not have an overriding diagnosis), and/or multiple specialty teams involved in care.
- A chronic condition that requires ongoing, frequent or time consuming medical interventions, including 24 hour management of care.

The Parent Navigator will empower, coach and help parents/caregivers caring for a child with complex medical needs leverage existing resources. Working closely with the System and Knowledge Navigators, the Parent Navigator will link the family to supports with the objective of enhancing the well-being and resilience of the whole family.

Reporting Relationship

This position reports to the Director who reports to the Chief Executive Officer.

POSITION RESPONSIBILITIES

1. Peer-to-peer & Knowledge Sharing

- Provide the unique perspective of a parent who has lived experience caring for a child with complex medical needs
- Respond to enquiries and referrals from individuals.
- Provide parent/caregiver directed support.
- Works with the parents/caregivers, family and other members of the team to address needs identified by the families.
- Assist parents/caregivers to develop self-sufficiency and resiliency to meet their own needs by understanding the options and the resources available.
- Establish and maintains inclusive and respectful relationships.
- Follows best practices to engage and support parents /caregivers and to inform the

development of peer to peer activities.

- Organize, host and promote events /activities that support the development of a peer to peer community.
- Promote knowledge sharing among parents/caregiver and relevant stakeholders.
- Records all client interactions in an objective and accurate manner that reflects organizational/protocols and established regulatory practices.

2. Awareness & Advocacy

- Contribute and deliver the programs awareness activities to parents/caregivers and key Stakeholders.
- Represent the parents/caregivers perspective of the lived experience.
- Gather information on and contribute to the understanding of barriers and challenges that families are facing with the intent to inform program direction.

3. Teamwork and Collaboration

- Develop collaborative relationships with partners within the community and hospital settings.
- Contribute to the development of the program.

4. Administration

- Develop and maintains a comprehensive knowledge database of community resources relevant to parents/caregivers.
- Perform administrative tasks relevant to the position such as data collection, document revision, social networking, updating outreach documents and communications.

STANDARD EMPLOYEE RESPONSIBILITIES

As an employee, this position is responsible for the following:

1. Administrative

- Working in a manner that preserves confidentiality and seeks to minimize risk in keeping with Privacy and Confidentiality Policies and Procedures.
- Contributing to the Centre's activities to collect, analyse and report on data and relevant information, and participate in research.
- Maintaining competence, and where applicable, a professional licence to practice.
- Contributing to the Centre's practices of hiring, orienting and training of staff.
- Working during both regular and extended hours of operation in locations identified by the Centre.
- Submits requests for leave and overtime worked in a timely manner.
- Complies and adheres to all applicable Centre policies and procedures.

2. Organizational

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- Working in a manner that incorporates health promotion and recognizes the determinants of health.
- Incorporating and strengthening collaborative and interdisciplinary teamwork.
- Respecting and valuing the diversity of communities and individuals.
- Supporting the Centre's student and volunteer placement programs.
- Promoting awareness of and participation in Centre activities.
- Contributing to the Centre's work by participating in meetings and committees.
- Participating in the Centre's efforts to enhance its capacity through staff development.

3. Occupational Health and Safety

This position must also work within the scope of all legislative and Centre policies related to Occupational Health and Safety. In this capacity:

- Participates in Occupational Health and Safety training as required by the position:
 - First Aid/CPR – an asset
 - WHMIS
 - Workplace Violence Prevention
 - Health and Safety Awareness
 - Accessibility Training
 - Non-Violent Crisis Intervention
 - Other: _____
- Uses personal protective equipment when required (e.g. gloves, masks, panic buttons, etc.)
 - a) N/A

1. Experience

- Experience in parenting a child with medical complexities; as defined as a child with:
 - Multiple medical issues (that may or may not have an overriding diagnosis), and/or multiple specialty teams involved in care.
 - A chronic condition that requires ongoing, frequent or time consuming medical interventions, including 24 hour management of care.
- Experience in strength based, client directed practices.
- Demonstrated Leadership experience.

2. Education

- Post-secondary education.

3. Key Competencies

- Effective client-focused communication.
- Excellent interpersonal skills.
- Ability to work within a multi-disciplinary team.
- Ability to efficiently communicate with diverse populations and to demonstrate an understanding of cultural/diversity influences on health, beliefs and behaviors.
- Ability to face complex and difficult situations.
- Ability to analyze situations in order to make well-informed and timely decisions.
- Excellent time management and organizational skills.
- Ability to effectively communicate in large groups.
- computer skills, particularly in Microsoft Word, Excel and PowerPoint.

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4. Knowledge

- Extensive knowledge of both CHEO and community resources in the region.
- Extensive knowledge of municipal, provincial and federal supports for children with medical complexities and their families.

5. Linguistic Profile (for Centres with French Language Service Designations)

- Under the Centre’s designation to provide French Language Services
- Based on New Avenues Linguistics Rating Scale: A+ (highest skill) to C- (lowest skill)
 - French (oral expression): A+ (essential for one position)
 - French (oral comprehension): A+ (essential for one position)
 - French (reading comprehension): A+ (essential for one position)
- Other languages an asset.

6. Personal Suitability/Other Requirements

- Ability to work independently and as part of a team.
- Ability to be compassionate and helpful while setting and maintaining relationship boundaries
- Strong ability to prioritize.
- Seeks and values others’ input, expertise and feedback demonstrating a willingness to learn from other team members.
- High level professional ethics and confidentiality in all aspects of involvement with clients, family members, other agencies, and the community at large.
- Must have access to a car and a valid driver license.
- Ability to work flexible hours including the occasional evening and weekends.

I have read this job description and understand and accept the responsibilities outlined within. I have also been given a copy of this job description.

Employee Name (please print)

Date

Employee Signature

Witness

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