



# North End COMMUNITY HEALTH CENTRE

## Internal and External Opportunity Brief

Position:	<b>Patient Navigator</b>
Reports to:	Primary Care Manager
Location:	2131 Gottingen Street
Pay Scale:	\$21.80 - \$24.55
Work Term:	1.0 FTE, 37.5 hrs. /wk.
Closing Date:	September 13, 2023

### About NECHC

The North End Community Health Centre (NECHC) was established in 1971 in response to an absence of primary health care and other health services in Halifax’s North End. Located on Gottingen Street, we are in the heart of a unique and culturally diverse community. Today, governed by the North End Community Health Association, the NECHC is viewed by area residents as a “beacon of hope” in the community. Much more than a Primary Care Clinic, the NECHC has expanded in response to unmet needs of community members and is highly-valued by its patients and clients and their families. NECHC provides services to those living on the margins of society, through MOSH, Housing First and a wide range of community outreach initiatives.

### Vision

Strong community - healthy people.

### Mission

We support health and well-being in our community through quality primary health care, education and advocacy in an environment in which people are treated with respect and dignity and there is equitable access to services and programs.

### Values

Respect. Community. Compassion. Excellence. Innovation

### Diversity, Equity and Inclusion Commitment

The North End Community Health Centre is committed to being an inclusive organization. We are working to ensure our organization represents the diverse people and communities we serve. Our position postings encourage members from the following communities to apply:

- 2SLGBTQIA++
- African Nova Scotian and/or people of African Descent
- Indigenous
- People with disabilities
- Language minorities
- People of Colour and/or racially visible minorities
- Immigrant and refugee
- Connected to the North End of Halifax

## Job Purpose

The Patient Navigator is a key liaison between patients, clients, staff, and service providers. As part of the Primary Health Team, they will support NECHC staff by providing a consistent, welcoming, informative presence in our interdisciplinary clinic. They will actively welcome and engage all individuals accessing the clinic and provide assistance and direction where required. They will work with patients, clients, volunteers and staff to enhance the service user experience and build relationships. This position requires someone with a calm presence, flexible mindset, positive attitude and who enjoys interacting with community members and employees.

## Position Responsibilities

The following duties reflect the broad scope of responsibilities but are not necessarily all-inclusive:

- Provide a welcoming, informative, and respectful presence in the waiting room
- Greet and engage all individuals accessing the site including clients, patients, employees, delivery drivers and contractors and provide assistance/direction to appropriate areas
- Effectively assist clients by screening and prioritizing, taking and relaying messages, and ensuring clients who do not have an appointment are booked or referred to drop-in services and assisting clients accessing washroom facilities and other resources as required
- Liaise with clients and staff who provide direct client support to ensure their successful access to primary care and community-based health care services. This includes liaising with social work, nutrition, counselling, MOSH and primary health care and dental services
- Provide direct support to clients who request support in completing paperwork (internal and external) or request support with referrals to NECHC and other community programs
- Support ongoing development of NECHC programming by tracking basic client demographics and seeking feedback from clients around services received
- Support clients with complaints to have these complaints addressed appropriately
- Promote respectful conduct in the clinic and aid in resolving conflicts using de-escalation techniques
- Direct client/patient traffic in the waiting room and help maintain the flow through the clinic
- Maintain waiting room cleanliness
- Perform other duties as assigned and required, especially as COVID-19 pandemic protocols change

## Education, Knowledge and Experience

- Completion of Grade 12
- Experience working in a health or community setting
- Ability to effectively and respectfully interact with others from diverse backgrounds/lived experiences
- Experience in de-escalating conflict, formal training is an asset
- Ability to communicate effectively both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to organize work
- Willingness to apply a trauma informed and harm reduction lens (training and support can be made available)

## How to Apply

Those interested in applying for this position should email a cover letter and resume to [employment@nechc.com](mailto:employment@nechc.com) by September 13, 2023. We thank all applicants for their interest, only those selected for an interview will be contacted.

Please note that a vulnerable sector criminal record check is required for all NECHC employees working directly with clients, participants and patients, however we acknowledge that criminalization occurs disproportionately in some communities more than others, and a clear record is not required. Any items that come up on such a record check will be discussed confidentially during hiring.

Furthermore, as of **October 4, 2021**, all new hires will be required to provide proof of full vaccination as a condition of employment.