



North End
**COMMUNITY
HEALTH CENTRE**

Summer Student – Patient Navigator Assistant Internal & External Opportunity

Position:	Patient Navigator Assistant – Summer Student – <i>Non-Unionized Position</i>
Reports to:	Dental Manager
Location:	2131 Gottingen Street
Hourly Pay Scale:	\$20 per hour
Work term:	3 months term position; May 2025 – August 2025
Hours:	37.5 hrs./week, working Monday – Friday 9.00 am to 5.00 pm
Deadline:	May 6, 2025

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



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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 Color and/or racially visible minorities
- Immigrant and refugee
- Connected to the North End of Halifax

Your declaration of membership in any of these equity groups will remain confidential.

Job Purpose:

The Patient Navigator Assistant role is designed to provide a welcoming, informative, and respectful presence in the waiting room of our Community Health Centre. This position plays a crucial role in strengthening relationships between clients and healthcare providers, enhancing trust, and ensuring equitable access to services. By offering direct support and guidance, the Patient Navigator Assistant will work alongside the incumbent Patient Navigator to help clients, especially from historically underserved communities, feel heard, respected, and more informed about the resources available to them.

The Patient Navigator and Front Desk team works alongside physicians, nurses, dietitians, social workers, mental health staff, our dental team, and several support staff. The Patient Navigator Assistant will act as a crucial link between clients and providers, reducing barriers to care and ensuring individuals receive timely support. By integrating this position, NECHC continues its commitment to providing holistic, patient-centered care that meets the evolving needs of the community.

Education and Experience:

- Currently enrolled in or recently completed a post-secondary program in health sciences, social work, community development, public health, or a related field.
- Previous experience in client-facing roles, such as customer service, healthcare, or community outreach, is an asset.
- Familiarity with trauma-informed approaches and harm reduction principles is beneficial.



Position Responsibilities:

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

- Serve as the first friendly and welcoming point of contact for all clients, participants, donors, suppliers, and visitors to the North End Community Health Centre (NECHC).
- Create a respectful, informative, and supportive presence in the waiting room, guiding individuals to appropriate services or areas as needed.
- Collaborate closely with clients and front-line staff to facilitate smooth access to primary care and community health services, including social work, nutrition, counseling, MOSH, dental, and primary health care.
- Provide hands-on support to clients needing assistance with internal or external paperwork, as well as with referrals to NECHC and other community programs.
- Help clients navigate the complaints process and ensure concerns are addressed respectfully and appropriately.
- Promote respectful behavior within the clinic environment and support conflict resolution using de-escalation techniques when necessary.
- Manage the flow of clients in the waiting room, ensuring efficient movement and minimizing wait times.
- Assist in maintaining a clean, safe, and welcoming waiting area.
- Support the delivery of nourishing, scratch-made meals as part of client engagement and support efforts. Providing support to the Community Nutrition team for food programs and initiatives.
- Help screen and prioritize client needs, relay messages, and ensure walk-in clients are appropriately scheduled or referred to drop-in services.
- Provide administrative and clinical support to the dental team as needed.
- Maintain consistent attendance and punctuality.
- Perform other duties and tasks assigned to support the overall function and goals of the health center.

Professional Knowledge, Skills, and Abilities

- The ability to work positively within our diverse community showing sensitivity to those who experience poverty, discrimination, mental health challenges, and addiction is essential.
- Strong work ethic, positive team attitude, attention to detail, and a high degree of accuracy
- A professional client service attitude
- Exceptional interpersonal and teamwork skills.
- Strong computer skills and proficiency with workplace technology
- Ability to handle confidential information in an ethical and professional manner.
- Sound problem-solving, planning, prioritization, and execution skills.
- Knowledge of community health and social services, with a commitment to equity, inclusion, and culturally competent care.
- Ability to handle sensitive interactions with professionalism, empathy, and discretion.
- Comfortable working in a fast-paced healthcare environment and adapting to changing client needs.



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Physical Requirements and Work Environment

- Sitting for long periods at a desk using a computer.
- Moderate effort is required to perform this role including repetitive motion, reaching, pushing and pulling.
- Constant interaction with vulnerable people, some aggressive or verbally abusive



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