

## **Kwanlin Dün First Nation**

<b>A.</b>	<b><u>Position Title:</u></b>	Health and Wellness Navigator
	<b><u>Department:</u></b>	Health and Wellness
	<b><u>Supervisor:</u></b>	Manager, Outreach Services
	<b><u>Status:</u></b>	Full time, Term
	<b><u>Date:</u></b>	April 2023

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### **B. Job Summary:**

Kwanlin Dün First Nation's Health and Wellness Department is committed to supporting Kwanlin Dün First Nation (KDFN) Citizens, and their families, through integrated health and wellness programming and a demonstrated commitment to a trauma-informed, person-centred, holistic approach to each client's health and wellness journey assisting clients through advocacy and health literacy to make informed decisions about their care.

The Health and Wellness Navigator is a non-clinical position that supports Kwanlin Dün First Nation Citizens, and their families, to navigate the range of clinical and community-based health services. This position helps facilitate safe, accessible and inclusive health care, coordinates wrap-around wellness planning and works to increase the health literacy of clients and their families.

### **C. Main Duties:**

1. Serves as a point of contact for Kwanlin Dün Citizens and families requesting wellness support, advocacy, information and education about:
  - Patient rights including confidentiality and understanding consent
  - Health and wellness programs and services available
  - Optimizing health and safety practices
2. Builds trusting, collaborative relationships with clients, clinical and community-health service providers, as well as individuals supporting the spiritual, mental, emotional and physical wellness of community members.
3. Assists, advocates and occasionally mediates with clients and families to voice their questions and concerns to health care providers.
4. Strives to improve transitions in care, and to facilitate access to appropriate primary health care and public health services for clients.
5. Ensures the appropriate and effective sharing of information between service providers, as required, for continuity of care. Supports teams providing circle of care and crisis supports, as required.
6. Leads the mapping of health and social systems, programs and supports that are available to clients and important in improving the health and wellness outcomes.
7. Facilitates referrals to the Health and Wellness Advocate, or other 3<sup>rd</sup> party advocates, when service gaps or issues are identified.
8. Works collaboratively with health practitioners (ex. Counsellors) and program staff (ex. NIHB navigators) to help coordinate travel, funding and general administration required to access health and wellness services.
9. Champions individual health and wellness planning individually, and through community outreach initiatives.

10. Performs other activities and duties as directed, within the position's scope and the incumbent's expertise.
11. Ability to work autonomously, as well as within a multi-disciplinary team environment

**This job description accurately reflects the current job duties. Please note that the job duties are subject to change based on organizational needs.**

**D. Education and Experience:**

- Post-secondary education in a relevant field or a combination of post-secondary coursework and relevant experience.
- Experience working with First Nations individuals, communities or organizations on issues related to health and wellness, preferably within the region.
- Experience with case coordination and/or case management involving Indigenous communities in a culturally safe manner.
- Experience in promoting best practices in health and wellness.
- Strong working knowledge of, and experience using, software (Word, Excel, etc.), databases (Aboriginal Information Systems, Asana, etc.), search engines and email.
- Knowledge of the current health landscape in Yukon.
- Considerable knowledge and experience delivering advocacy and navigation to vulnerable persons with complex care needs including those associated with health conditions, aging, disabilities, substance use, mental illness, and concurrent disorders.
- Knowledge and understanding of HIPMA regulations in place protecting clients right to confidentiality being upheld.
- A significant understanding of the lifelong impacts of residential schools, intergenerational trauma and racism have had on First Nation peoples.
- A commitment to working with First Nations protocols to help ensure clients are comfortable with their interaction with the health care system.
- A commitment to being a positive role model for community members.
- Self-care and self-regulation skills.

**Management Skills**

- Strong time management skills, the ability to prioritize daily tasks, organizational skills and effective decision-making abilities.
- Excellent communication skills including speaking, writing and active listening.
- Strong ability to manage competing priorities in a diverse and busy environment.

**Interpersonal Skills**

- Demonstrated ability to initiate and foster growth within working relationships.
- Ability to demonstrate tact and diplomacy in difficult situations, including de-escalation and non-violent intervention.
- Ability to maintain confidentiality and to deal with cultural and personal issues tactfully and sensitively.
- Compassion and respect for the cultures and traditions of Kwanlin Dün, as well as, those of citizens and families.
- Motivational interviewing skills.

**Other Skills**

- Knowledge of community resources and spectrum of health care provided to KDFN citizens.
- A sincere interest in promoting the well-being and protecting the rights of citizens navigating the health care system.
- Works within a cultural safety and humility lens, using a trauma-informed and culturally competent approach.

- Knowledge and experience about the parameters of child welfare legislation and adult protection services.
- Performs a variety of administrative duties ensuring client files are up to date in an accurate and timely manner and adhering to HIPMA regulations.
- Attends staff meetings and other meetings as directed or that are necessary to provide continuity of wholistic care.
- Provides culturally safe care and supports.
- Leads change while engaging clients and staff.
- Understands the importance of working with First Nations protocols to make Citizens, children and families comfortable in the understanding of and interacting with the health care system.
- Ability to creatively problem solve.
- Acts as a positive role model.

**E. Key Personal Contacts and Nature of Contacts:**

<u>Contact</u>	<u>Nature of Contact</u>
Manager, Outreach Services	Receive direction, coordination, case management, exchange of information, problem solve, conflict resolutions and referrals.
Staff, Health Services	Exchange information, problem solve, case management, and team project development and implementation.
KDFN Community	Exchange of information, community education, promotion of activities, recommendations, referrals to/from.
Health & Social Agencies	Exchange of information, referrals to/from, coordination of services, case management.
Clients	To exchange information and provide intensive support to clients at home and in the community.

**F. Direction/Decision Making:**

The activities of the position directly impact on the well-being and self-sufficiency of clients. The position is expected to provide the designated services to a caseload of varying types of clients, ensuring their needs are met as effectively as possible. The position is expected to advise The Manager of Outreach Services when issues or concerns arise that may adversely impact the client, families, community and/or team. The position participates in case management and works cooperatively with others in the best interests of the clients.

**G. Impact and Accountability:**

This position is accountable for decisions made in the course of work, and for the integrity and confidentiality of every individual accessing services. Preventative work and client support is a critical factor in the journey of KDFN citizens as they travel a healing path along a health and wellness continuum.

**Positions Supervised:**

N/A

**H. Working Conditions:**

The Health and Wellness Navigator will be located in an office environment, sharing office space with other staff in the Health Centre.

Some of the Health and Wellness Navigator duties will be carried on outside the office, through home visits, to attend referrals or placement sessions.

When travelling outside the Health Centre the incumbent may be exposed to harsh weather, adverse road conditions, inconsistent and varied work locations, unsanitary/infectious home conditions, and unpredictable behaviour of clients.

The position is demanding physically and emotionally, and the incumbent may interact with individuals who have different values, beliefs and life experiences. Clients/people with whom the incumbent works with may be emotional, angry and possibly verbally or physically abusive. The incumbent must mediate, deescalate and provide solutions in a calm manner.

Self-care is crucial and the incumbent should be able to effectively manage stressful situations.

**I. Conditions of Employment:**

All employees are expected to follow KDFN legislation and policies in a harmonious and cooperative manner, creating a team approach in their duties for KDFN's future success. Mandatory confidentiality is a condition of employment, failure of which will result in dismissal.

The incumbent will review KDFN Policies and provide a written acknowledgement, at the commencement of duties, confirming that the policies have been read and are understood.

Other conditions include:

- First Aid & CPR-C (or willingness to obtain within six months of employment)
- Food Safe Level (or willingness to obtain within six months of employment)
- Criminal Record Check with Vulnerable Sector Clearance
- Valid Class 5 Drivers License and annually maintain an acceptable Driver's Abstract
- TB Clearance
- Immunization record
- Proof of two Covid-19 vaccinations

**J. Position Approval:**

I approve this position description as being representative of the work I require to be performed and that the responsibility and authority levels identified have been delegated to this position. It has been designed to indicate the general nature and level of work to be performed by the employee. It is not designed to contain or be interpreted as a comprehensive inventory of all duties and responsibilities assigned to this job.

<p><b><u>Supervisor:</u></b> I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.</p>	<p><b><u>Incumbent</u></b> (where applicable): I have read the foregoing position description and understand that it is a general description of the duties assigned to the position occupied by me.</p>
_____ Signature:	_____ Signature:
_____ Date	_____ Date

<p><b><u>Manager, Human Resources:</u></b> (Comments)</p>	<p><b><u>Executive Director:</u></b> I approve this position description as being representative of the work required to be performed and that the responsibility levels identified have been delegated to this position.</p>
_____ Signature:	_____ Signature:
_____ Date	_____ Date