Kwanlin Dün First Nation

A.

Position Title:	Patient Navigator (Social Worker)
Department:	Health & Wellness
Supervisor:	Manager, Mental Health and Outreach
Date:	July 2026

B. Job Summary:

The Patient Navigator position is integral to enhancing the health and well-being of individuals and families within the Kwanlin Dün First Nation (KDFN). Based out of the Natsékhi Kų Health Centre, this role involves assisting clients in navigating a variety of clinical and community-based health services, focusing on advocacy and service navigation to ensure that their needs are addressed. The Patient Navigator empowers clients to access essential resources and community services through the management and implementation of complex case management services.

This position requires close collaboration with community members, healthcare professionals, and other stakeholders to advocate for clients' rights, overcome obstacles to accessing healthcare and necessary resources, and provide both emotional and practical support. Responsibilities include facilitating safe, accessible, and inclusive healthcare, coordinating comprehensive wellness planning, enhancing the health literacy of clients and their families, and overseeing the delivery of care for clients with complex health and social needs to ensure a well-managed and integrated approach.

Main Duties:

As a Patient Navigator for the KDFN Health and Wellness Department, your duties may include, but are not limited to:

1. **Culturally sensitive trauma-informed care**: employ a culturally sensitive and trauma-informed approach when engaging with clients, demonstrating a deep understanding and respect for the cultural values, traditions, and experiences of KDFN clients. This includes acknowledging the intergenerational impact and legacy of the Residential School system effects on KDFN citizens and their families; historical trauma and mistrust towards social workers. Establish a supportive environment that fosters healing and resilience while maintaining a thorough understanding of crisis management and its implications for mental health and addiction issues. Provide crisis intervention and support for individuals, families, and groups undergoing social and emotional challenges.

2. **Empowerment and strength–based approach:** focus on empowering KDFN clients by recognizing their strengths, resilience, and inherent rights. Work collaboratively with clients to meet their goals and suggest strategies to overcome barriers.

3. **System navigation:** assist clients in navigating complex systems such as healthcare, social services, and legal processes. This can involve providing information, guidance, and advocacy to ensure clients' rights are being upheld, and their needs fulfilled. Facilitate referrals to specialized services, including mental health, substance abuse and housing support. Assisting with treatment/recovery forms and navigation for in-territory and out-of-territory treatment.

4. **Advocacy**: Providing specialized support and advocacy for clients who may be facing systemic barriers, discrimination and/or racism. Assisting KDFN clients in navigating the complex healthcare

system and advocating for their rights and needs. This includes raising awareness about the unique challenges faced by the KDFN community, advocating for policy changes, and promoting culturally appropriate services.

5. **Care navigation:** Develop, implement, monitor and evaluate individualized care plans that consider clients unique cultural and community contexts. This involves designing interventions that address the social determinants of health specific to the Kwanlin Dün First Nations community, including administering psycho-social assessments and addictions assessments.

6. **Collaboration and networking:** Partner with other professionals, organizations and community resources to improve access to culturally appropriate services and supports. This may include building reciprocal partnerships, engaging in community initiatives and ating care across various agencies. Collaborate with multidisciplinary teams to ensure comprehensive, coordinated care, incorporating input from medical professionals, psychologists, supports staff, community members, Elders and alternative approaches.

7. **Community engagement:** Actively engage with the KDFN community, including Elders, traditional healers, and cultural leaders to ensure that work is informed by cultural knowledge and community priorities. Participate in outreach and education programs to increase awareness about supports available for those experiencing complex addictions, trauma, violence, and mental health and other social challenges.

8. **Professional standards and ethics:** Maintaining accurate and confidential client records, documenting assessments, interventions, and outcomes. Adhering to best practice standards and confidentiality in accordance with the *Health Information Privacy and Management Act (HIPMA).*

9. Demonstrated understanding of workplace Health and Safety practices and understanding of an employee's responsibility under current legislation, including confidentiality and HIPMA regulations, Child Welfare legislation and Adult Protection Services. Ability to work effectively with all levels of staff, to maintain effective communication and working relationships, demonstrating strong interpersonal skills, tact, sensitivity and build strong internal relationships.

10. Develop, implement, coordinate, oversee and evaluate the delivery of complex case management for clients with complex health and social needs, ensuring that all aspects of their care are well-managed and integrated including accurate case notes.

11. Chair ‘Circle of Care’ meetings to facilitate the development of realistic goals, tasks, and outcome measurement criteria.

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

C. Educations and Experience

- Bachelor of Social Work Degree with a minimum of 2 years of experience in a related position.
- Experience working in a mental health facility or residential treatment for addictions facilities is a requirement.
- Knowledge and awareness of KDFN and other Yukon First Nation, culture and traditions.
- Experience with counseling, psycho-social assessment, crisis intervention and/or motivational interviewing skills.
- Demonstratable knowledge and experience delivering advocacy, navigation to vulnerable persons with complex care needs including those associated with health conditions, aging, disabilities, substance use, mental illness, and concurrent disorders.

Interpersonal Skills

- Excellent communication skills (speaking, writing and active listening) with the ability to establish rapport and build trusting relationships with clients, colleagues and other important stakeholders.
- Ability to initiate and foster growth to work collaboratively with others from a strength and culturally based approach.
- Ability to demonstrate commitment to serving as a positive role model for community members through consistent practice of self-care and self-regulation skills.
- Ability to maintain confidentiality and to deal with cultural and personal issues tactfully and sensitively, including de-escalation and non-violent intervention when needed.

Technical skills

- Strong working knowledge of and experience using Microsoft Office, search engines and other databases (i.e. Aboriginal Information Systems).
- Excellent time management and organizational skills with the ability to function independently while needing to prioritize a variety of demands including effectively managing emergencies.
- In-depth knowledge of the spectrum of services provided by KDFN self-government & external service providers- including the Yukon and Federal Government.
- Knowledge of child development, addictions, trauma related conditions, family systems, domestic violence, child abuse or neglect.

D. Key Personal Contacts and Nature of Contacts:

Contact	Nature of Contact
Manager, Mental Health and Outreach	Receive direction, coordination, case management, exchange of information, problem solve, conflict resolutions and referrals.
Staff, Health & Wellness	Exchange information, problem solve, case management, and team project development and implementation.
Primary Care Provider	Communicate with departmental primary care providers with information and recommendations on complex cases, in consultation with the supervisor.
KDFN Community	Exchange of information, community education and engagement, 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, at the Natsékhi Kų Health Centre and in the community.

E. 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 Mental Health & Outreach Services when issues or concerns arise that may adversely impact the client, families, community and/or team. The position leads and actively participates in complex case management and works cooperatively with others in the best interests of the clients.

F. 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:

None

G. Working Conditions/Job Requirements:

The Patient Navigator will operate from the KDFN Natsékhi Kų Health Centre, sharing office space with other personnel. Travel between satellite locations within the Whitehorse community is expected.

Some duties will occur outside the office environment (eg., home visits, appointment attending and meetings). They may experience adverse weather and road conditions varying work environments and diverse client behaviors.

The role demands physical and emotional resilience, often involving interactions with individuals who may hold differing values and beliefs, clients can display emotions such as anger, requiring the role to mediate and de-escalate situations calmly. Independent decision-making is sometimes necessary in emergencies. The role can be emotionally demanding, with the potential for employee burnout due to the nature of cases involving extreme poverty, neglect and limited resources. High caseloads can further contribute to pressure.

Self-care is essential and incumbent should adeptly manage stressful situations to maintain their well-being.

A significant portion of role will be dedicated to providing direct therapeutic services to clients, necessitating the utilization of multiple senses during assessment and service provision.

The Patient Navigator will spend a large portion of the day providing services to individuals and families in emotionally distressing situations. This involves delivering services to individuals and families in emotionally charged settings, necessitating heightened sensitively and precision in communication to balance listening and observational needs.

Incumbent may be exposed to clients under the influence of drugs and/or alcohol. And may be exposed to second-hand smoke, pets and bed bugs.

H. 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)
- Criminal Record Check with Vulnerable Sector Clearance
- Valid Class 5 Drivers License and annually maintain an acceptable Driver's Abstract
- TB Clearance
- Immunization record
- Naloxone Training (or willingness to obtain within 3 months of employment)

I. 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.

Supervisor: I have reviewed (with the incumbent, where applicable) the duties and responsibilities assigned to this position.	**Incumbent** (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.
Signature:	Signature:
Date	Date

Manager, Human Resources: (Comments)	**Executive Director**: 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.
Signature:	Signature:
Date	Date