



P.O. BOX 5000
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OHSWEKEN, ONTARIO

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FIRST LINK CARE NAVIGATOR 185-18
ADMINISTRATION, HEALTH SERVICES
(Full-Time)

Applications will be received by Grand River Employment & Training (GREAT) and Six Nations Elected Council up until 4:00 p.m. EST, Tuesday, November 13, 2018, for the First Link Care Navigator with Administration, Health Services Department. The Six Nations Elected Council Application for Employment Form, Job Posting and Job Description are available for printing from the www.greatsn.com website. Online applications accepted through recruitment@sixnations.ca. **NO LATE APPLICATIONS ACCEPTED.**

JOB SUMMARY: Reports to and works under the direction and supervision of the Health Senior Leadership Team. The First Link Care Navigator will coordinate and integrate supports and services for persons living with dementia and their care partners. In this direct client service role, they will be the key "go-to" person for families after a dementia diagnosis, with responsibility for identifying needs, supporting self-management goals, and strengthening the communication and care planning linkage between providers and across sectors along the continuum of care. The First Link Care Navigator will strive to ensure that every person diagnosed with dementia and their care partners have timely access to information, learning opportunities and support when and where they need it in order to achieve the following outcomes: Within the policies and procedures established by Six Nations Elected Council.

- Increase system capacity to provide families facing a dementia diagnosis with system navigation support;
- Improved client experience and quality of life for the person living with dementia and their care partner(s);
- Greater care partner capacity and competency to effectively manage their role and reduce incidence of crisis situations;
- Enhanced capacity for the person living with dementia to remain in their own home and community for as long as possible.

Type	Full Time
Closing Date	November 13, 2018
Hours of Work	Unscheduled Hours
Wage	To Be Determined

BASIC QUALIFICATIONS:

- Minimum Bachelor Degree in Social Work, Gerontology or other related health care discipline. Registered health professional designation. Master's level education preferred;
- Three (3) to Five (5) years client service experience in the Health and/or Social Service Sectors;
- Strong working knowledge and understanding of dementia issues in a First Nations Community;
- Demonstrated experience and knowledge in management of chronic and complete health conditions;
- Experience working directly with people living with Alzheimer's disease or other dementias and their care partners;
- Knowledge of available community services/supports and clinical, social and residential care options;
- Understanding of roles and linkages across primary care, community care and specialized geriatric services
- Strong knowledge of client-centered philosophy;
- Knowledge of clinical practices and training models related to dementia (i.e.: P.I.E.C.E.S. and U-First!);
- Experience in assessment and care planning/coordination;
- Experience working in settings requiring inter-professional collaboration;
- Excellent communication (verbal and written);
- Exceptional interpersonal skills, including shared decision-making and facilitation;
- Ability to prioritize workload and manage competing tasks;
- Ability to take initiative and be resourceful;
- Excellent problem-solving and change management skills;
- Proficiency in technology (e.g.: Microsoft Office and case management and care coordination systems);
- Demonstrated ability to work independently and within a team;
- Expertise and experience in cultural sensitivity and diversity;
- Valid driver's license;
- CPR and First Aid Certificate.

Six Nations Elected Council is an equal opportunity employer and will seek to accommodate the needs of individuals with disabilities in a manner that most respects their dignity. All candidates are encouraged to apply. Applicants from Six Nations and other First Nations will be given preference to deliver programs and services in a First Nations community. Based on the need to provide qualified professional services, only those applicants meeting the minimum requirements will be invited for an interview.

SUBMISSION PROCEDURE: (Choose one method ONLY):

Method #1: Email – Applications must include all of the following:

1. Printed, filled in and authorized Six Nations Elected Council Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Copy of your education diploma/degree/certificate and transcript.
5. Email all documents (in a .doc or .pdf file) listed above to recruitment@sixnations.ca.

Please ensure that the SUBJECT LINE of your email states:

First Link Care Navigator – Full Time – 185-18

Method #2: Mailed or Hand Delivered – Applications must include all of the following:

1. Printed, filled in and authorized Six Nations Elected Council Application for Employment Form.
2. Cover letter including your band name and number (if applicable). Please indicate in your letter how your education and experience qualifies you for this position.
3. Recent resume clearly identifying that you meet the Basic Qualifications of this position as stipulated above.
4. Photocopy of your education diploma/degree/certificate and transcript.
5. Place all documents listed above in a sealed envelope and mail to or drop off at:

First Link Care Navigator – Full Time – 185-18

C/o Reception Desk

Grand River Employment & Training (GREAT)

P.O. Box 69, 16 Sunrise Court

Ohswéken, Ontario N0A 1M0



In collaboration with

Soci t  Alzheimer Society

BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON

POSITION DESCRIPTION – HEALTH SERVICES

POSITION TITLE:

First Link Care Navigator

Based out of Six Nations of the Grand River Territory

REPORTING RELATIONSHIP:

Reports to and works under the direction and supervision of the Health Senior Leadership Team, Six Nations Elected Council, which includes matters pertaining to the policies and procedures of Six Nations Elected Council.

PURPOSE & SCOPE OF THE POSITION:

The First Link Care Navigator will coordinate and integrate supports and services for persons living with dementia and their care partners. In this direct client service role, they will be the key “go-to” person for families after a dementia diagnosis, with responsibility for identifying needs, supporting self-management goals, and strengthening the communication and care planning linkages between providers and across sectors along the continuum of care. The First Link Care Navigator will strive to ensure that every person diagnosed with dementia and their care partners have timely access to information, learning opportunities and support when and where they need it in order to achieve the following outcomes:

- increase system capacity to provide families facing a dementia diagnosis with system navigation support
- improved client experience and quality of life for the person living with dementia and their care partner(s)
- greater care partner capacity and competency to effectively manage their role and reduce incidence of crisis situations
- enhanced capacity for the person living with dementia to remain in their own home and community for as long as possible

KEY DUTIES & RESPONSIBILITIES:

1. Technical Functions:

- Support clients in navigating the system to access appropriate learning opportunities, support services, care and resources as identified in their individualized plan of service
- Pro-actively facilitate linkages, communication, information exchange and coordination between clients and service providers along the continuum of care
- Facilitate regular and ongoing care conferences between clients and care partners and all members of client and care partner care team. This may include in-person meetings and use of a range of technology options and/or accommodations, including language translation services, video conferencing, etc.
- In collaboration with internal and external parties, engage in problem solving and develop strategies to address/overcome barriers in effective coordination and integration of supports and services
- Leverage and maintain positive working relationships with physicians, health care professionals, health and community support service providers (e.g. hospitals, primary care, mental health, BSO, long-term care, retirement homes, police/EMS, specialized geriatrics, community Health Links, and other relevant partners through proactive outreach activities
- Support awareness of First Link to health professionals, service providers and other relevant community stakeholders in collaboration with internal and external partners
- Participate in internal and external committees on an ad hoc basis

2. Communications Functions:

- Pro-actively manage incoming First Link referrals to facilitate early intervention and ensure that clients living with dementia and their care partners have a named point of contact for care navigation support as early as possible before and/or after diagnosis
- Gather information, conduct or review relevant assessments, and meet with clients to identify current and future needs, goals and level of risk.
- Establish appropriate intervention plans to meet bio/psycho/social needs using a person or family-centred approach
- Identify needs related to care coordination across service providers and outline responsibilities of all parties
- Monitor and provide proactive follow-up for clients and care partners to ensure ongoing collaboration across services/providers and to identify opportunities for new or emerging care options to meet changing needs and to address service/support gaps
- Provide supports to clients and care partners as they transition through use of different parts of the health, social and residential care systems

3. Administrative Functions:

- Collect, maintain and report required quantitative and qualitative data to support province-wide monitoring, evaluation and reporting
- In collaboration with the Alzheimer Society of Ontario and LHINs, participate in planning and implementation of evaluation to examine the overall effectiveness of First Link

referral, intake, navigation, care coordination, and proactive follow-up functions, to ensure a timely response to emerging needs

- Maintain confidential, accurate and current client records, including complete and thorough documentation for each client contact, in compliance with relevant privacy legislation and in accordance with professional standards and internal policies
- Ensure that client consents, privacy, and confidentiality are maintained in compliance with legislation, professional standards/regulations and internal policies
- Maintain an advanced level of knowledge of Alzheimer's disease and other dementias, including clinical manifestations, behaviours, current care practices, treatment options, placement options, available community resources, and all relevant legislation
- Assist with the development and maintenance of policies, procedures and resources to support First Link referrals, intake, system navigation, care coordination, and follow-up activities
- Participate in knowledge transfer and exchange and collaborate with Alzheimer Societies across Ontario to support the delivery of best practices and ongoing quality improvement
- Perform other duties consistent with the job classification, as required

4. Other Functions:

- Performs related duties respective of educational qualifications and skill as may be required by the Health Senior Leadership Team.
- Provides support for the Six Nations Emergency Measures Plan by ensuring awareness of the Emergency Measures Plan and assistance as instructed by the Director of Health Services.
- It is the responsibility of the employee to be aware of and adhere to all policies and procedures, including those that relate to client safety, staff safety and risk management.

WORKING CONDITIONS:

- No special physical demands are required beyond the performance of general office duties
- Significant periods sitting at the computer, but with the opportunity to move away from the work station
- Sensory attention is required for the majority of the work day (looking at computer screen, reading documents, etc.)
- Work requires travel and considerable out-of-office contact
- Work has a high public profile, extensive public contact and is subject to deadlines and interruptions.
- Work requires the ability to prioritize tasks, work independently with minimal supervision, and cope with many demands and time constraints.
- Work may at times be subject to unscheduled hours.

WORKING RELATIONSHIPS:

With the Health Senior Leadership Team

Receives direction, guidance and discusses plans, priorities to ensure tasks are done efficiently and effectively, receives instruction and supervision.

With the Alzheimer Society Team

Provides support and works to facilitate collaboration across programs. Discusses plans and priorities to support Indigenous clients.

With the Health Leaders Team

Provides support and works to facilitate collaboration across programs. Discusses plans and priorities to support the Health Plan.

With Department Staff

Liaises, cooperates and provides encouragement; maintains control through teamwork and direction.

With Other Staff

Maintains co-operative relationships with all staff.

With External Agencies

Represents and promotes Six Nations of the Grand River interests relative to Health Services, maintains awareness of legislative policy and program changes; seeks to develop sound, professional working relationships.

With the Public

Represents and promotes the health service interests of Six Nations of the Grand River; works in a courteous, co-operative, positive and proactive manner; provides information as requested.

KNOWLEDGE AND SKILLS:

Minimum Requirements:

- Minimum Bachelor degree in social work, gerontology or other related health care discipline. Registered health professional designation. Master's level education preferred.
- 3 to 5 years' client service experience in the health and/or social service sectors
- Strong working knowledge and understanding of dementia issues in a First Nations Community
- Demonstrated experience and knowledge in management of chronic and complex health conditions
- Experience working directly with people living with Alzheimer's disease or other dementias and their care partners

Other Related Skills:

- Knowledge of available community services/supports and clinical, social and residential care options
- Understanding of roles and linkages across primary care, community care and specialized geriatric services
- Strong knowledge of client-centred philosophy
- Knowledge of clinical practices and training models related to dementia (i.e.: P.I.E.C.E.S. and U-First!)
- Experience in assessment and care planning/coordination
- Experience working in settings requiring inter-professional collaboration
- Excellent communication (verbal and written)
- Exceptional interpersonal skills, including shared decision-making and facilitation
- Ability to prioritize workload and manage competing tasks
- Ability to take initiative and be resourceful
- Excellent problem-solving and change management skills
- Proficiency in technology (e.g.: Microsoft office and case management and care coordination systems)
- Demonstrated ability to work independently and within a team
- Expertise and experience in cultural sensitivity and diversity
- Valid driver's license
- CPR and First Aid Certificate

IMPACT OF ERROR:

Errors in judgement and in the conduct of duties could lead to loss of credibility, poor public relation, confusion, duplication of effort and misinformation being given to the Director of Health Services, Human Services Committee, Six Nations Elected Council, Government Agencies and the public.

CONTROL:

Guiding principles set by Health Services Department and Six Nations Elected Council. Works within the administrative policies and procedures established by the Six Nations Elected Council for the Health Services Department and other legislation provided by the respective governments.



APPLICATION FOR EMPLOYMENT
With the Six Nations Council

PART I GENERAL INFORMATION

Name of Position You Are Applying For (Job Title)			Closing Date of Position		
Name of Applicant:	First Name	Initial	Last Name		
Band Name and Number (if applicable)					
Mailing Address (R.R.#, Blue # & Address)			Home Telephone No.	Cell Phone No.	
City or Town or Village	Province		Postal Code	Email Address	
Do you require accommodation, please indicate?	Do you have a valid Class G driver's license? <input type="checkbox"/> Yes <input type="checkbox"/> No		Do you have a valid First Aid/CPR Certificate? <input type="checkbox"/> Yes <input type="checkbox"/> No		Have you had WHMIS training? <input type="checkbox"/> Yes <input type="checkbox"/> No
If you have previously worked for Six Nations Council, please answer the following:					
Length of time worked ___ Months ___ Year(s) Dates Employed: _____					
Reason for Leaving _____					
Permission for GREAT to keep a copy of application and contact applicant to assist in obtaining employment. <input type="checkbox"/> Yes <input type="checkbox"/> No					
Have you ever been convicted of a criminal offence for which a pardon has not been granted? <input type="checkbox"/> Yes <input type="checkbox"/> No					
Do you wish to work <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Temporary/Casual					
Some positions do require that the applicant must undergo a medical examination as it pertains to the position being applied for. Are you willing to undergo a medical examination if it is required? <input type="checkbox"/> Yes <input type="checkbox"/> No					

PART II EDUCATION

Year Last Attended	Secondary School					College or University					Graduate or Professional				
	9	10	11	12	13	1	2	3	4	5	1	2	3	4	5
Level Completed															
Certificates, Diplomas, Degrees obtained															
Course of Study Taken															
List any specialized Training, Apprenticeship Skills, Awards, Professional Designations, and other Education															

PART III WORK HISTORY	
I Present or Last Employer	Address:
Type of Business:	Telephone Number:
Your Job Title:	Period Employed:
Name & Title of Immediate Supervisor:	Your reason for Leaving:
Briefly describe your Duties & Responsibilities:	
II Previous Employer	Address:
Type of Business:	Telephone:
Your Job Title:	Period Employed:
Name & Title of Immediate Supervisor:	Your reason for Leaving:
Briefly describe your Duties & Responsibilities:	
III Previous Employer:	Address:
Type of Business:	Telephone Number:
Your Job Title:	Period Employed:
Name & Title of Immediate Supervisor:	Your reason for Leaving:
Briefly describe your Duties & Responsibilities:	
We will be contacting your present and any previous employers listed for a reference check. Besides your Immediate Supervisor who else should we ask to speak with? (List name, job title & phone number)	
1.	
2.	

****PLEASE READ CAREFULLY****

YOU ARE REQUIRED TO PROVIDE PROOF OF YOUR EDUCATIONAL QUALIFICATIONS AS IT PERTAINS TO THE JOB DESCRIPTION. PLEASE ATTACH A COPY OF YOUR DIPLOMA, DEGREE, CERTIFICATE OR TRANSCRIPT WITH YOUR COVERING LETTER, RESUME AND APPLICATION FORM

By signing this application you are consenting for this employer to contact your previous employers for references.

Authorization:

I have completed this application to the best of my ability and the foregoing statements are correct to the best of my knowledge. I do understand that any misrepresentation may disqualify me from employment or be cause for dismissal. If I am hired, I shall abide by all policies and procedures of the Six Nations Council which includes serving an initial probationary period.

Applicant's Signature

Date