

LUTHERAN COMMUNITY CARE CENTRE  
245B Bay Street  
THUNDER BAY, ON. P7B 6P2

**Job/Relationship Description**

**Date:** August 1, 2017

**Job Class:** Social Worker II (Union)

**Job Title:** Service Navigator

**Position Summary:**

Assist people with developmental disabilities and their families/caregivers by providing service navigation and information about MCSS developmental services, and available community resources. This support will be available throughout the service pathway from intake to application to accessing MCSS-funded services, including supporting people during changes in need/circumstances and while waiting for ministry-funded services (e.g., Passport, residential).

**Authority:**

The Service Navigator receives his/her authority from the Program Manager. The Program Manager shall provide the resources necessary for the responsibilities of the position

**Limitations of Authority:**

The Service Navigator operates within the terms of:

- the Operating Policies established by the Executive Director
- the Service Agreement and Service Description with the Ministry of Community and Social Services (MCSS)
- the tactical plans of the Program Manager
- the Collective Agreement with the union
- limitations of legal and regulatory authorities

**Responsibilities:**

A. Provide Information

- Assist people with developmental disabilities and their families/caregivers by providing service navigation and information about MCSS developmental services, and available community resources.

- Explain to individuals and the public how to apply for MCSS funded adult developmental services and supports.
- Using innovative methods create various collateral materials including web, print, multimedia and other promotional materials.
- Provide people with a DSO contact to give them a greater sense of continuity and reduce the number of times they need to tell their story.

#### B. Identify Services through outreach and community partnerships

- Make connections across and within sectors in order to stay informed about community resources, as well as providing information about developmental services (e.g., at community events and information fairs).
- Work in collaboration with the community to inform and direct people to available community supports, fee-for-service options, other government supports, employment, etc. Help connect people with common interests or experiences with one another (e.g., through caregiver or self-advocacy networks).

#### C. Triage and identify services for people to access

- Attend and participate in community planning functions (e.g., urgent response, service solutions and service system management) as per Terms of Reference(s) or Guidelines.
- Assist with transition planning for youth preparing to access adult developmental services, with a focus on enhanced information provision and engaging with community partners, District School Boards and providers.
- Refer people to complex support coordination/management, service coordination, case management and specialized services where appropriate.
- Identify emerging crisis situations and recommend cases and potential mitigating actions to Urgent Response Committees/mechanisms.
- Contact individuals on a regular basis to discuss changes in their circumstances.

## **Expectations:**

The expectations of the responsibilities for this position are contained in the Service Navigator's personal tactical plan.

The Service Navigator is also expected to adhere to the following standards:

- Maintain current and concise records of all interactions with clients.
- Participate in the statistical collection of data or the completion of forms as it pertains to the services being provided.
- Attend regularly scheduled meetings with the assigned Manager.
- In co-operation with other staff, maintain security of all confidential information – written and verbal.
- Be respectful of and contribute to the promotion of the philosophy, aims and objectives of the Lutheran Community Care Centre to the community at large.
- Model and promulgate the organization's values and the values of affirmation, involvement and servant leadership.
- Co-operate with other service providers in order to enhance service delivery to individuals and families.

## **Accountabilities:**

Accountability in this relationship is mutual. The Program Manager is accountable to the Service Navigator for providing the authorization, resources, affirmation, involvement and servant leadership required for the successful realization of the responsibilities of the position.

The Service Navigator is accountable to the Program Manager for performance with respect to the negotiated expectations and for compliance with the limitations of authority of the position.

The components of this working relationship shall be reviewed annually at the initiation of the Program Manager and shall include a:

- Review of the authorization and resources provided and values expressed to the Service Navigator
- Review of the Service Navigator's performance toward expectations of the responsibilities of the relationship including the progress towards the Service Navigator's personal tactical goals
- Negotiation of tactical goals and other expectations for the next year
- Review of the authorization and resources required for the next year, including plans for professional development

**Qualifications:**

An undergraduate degree in Social Work or an acceptable Human Service discipline is required. A minimum of five years working experience in Developmental Services or a related Human Service is required. Experience with intake processes, case management, network development and providing service coordination in the human service field is necessary. Demonstrated ability to relate to individuals with a developmental disability and their families with sensitivity and respect is required. Familiarity with other community sectors such as Children, Education, Justice, Housing and Health is preferred. Ability to explain complex system operations in plain terms, research the availability of community services, and organize self to respond to high work demands are required. Intermediate knowledge of personal computer operation including word processing, data entry, and file management is required. Excellent communication and interviewing skills are required. Ability to communicate in French is an asset.

**Conditions of Employment:**

Possession of a valid driver's license, use of a vehicle and appropriate insurance coverage is a condition of employment. The Service Navigator must be able to travel regularly throughout the Northern Region. Successful completion of a Criminal Records Check, Physical Examination report, Conflict of Interest declaration and Oath of Confidentiality is a condition of employment. Ability to successfully complete training on the administration of the *Application for Developmental Services and Supports (ADSS)* and *Supports Intensity Scale (SIS)*.

**Remuneration:**

\$29.54 - \$32.43 per hour dependent on experience. Full benefit package including employee assistance plan, group registered retirement savings plan, extended health, life insurance and long term disability.