



Position Summary

Position Title:	Peer Support Navigator, Niagara Homelessness Emergency Liaison (Niagara HELPS)
Reports to:	Program Manager
Date:	July 2025

Summary:

A Peer Support Navigator (PSN) is a trained individual with expertise derived from their own lived experience of homelessness, mental health and addiction. A Peer Support Navigator will deliver high quality peer support services to clients of the program. Their role includes providing one-on-one support to clients at various hospitals in the Niagara Region and other community settings, while empowering and supporting individuals to make health choices based on their own client generated goals. The Peer Support Navigator works in various work sites including hospitals, points of service and other community settings supporting people in the Niagara region who are experiencing homelessness.

Key Responsibilities:

- Engage, build and maintain relationships with new/existing clients through developing trust and rapport using an evidence-based approach informed by peer support principles.
- Providing support through authentic listening and communication utilizing self-reflection of one's own direct experiences for the benefit of the person they are supporting, relating to issues such as homelessness, addictions and substance use, physical and mental health, relationships, and their recovery process.
- Act as a resource to, and advocate for, individuals, groups, and the community.
- Act as an advocate for clients by providing assistance in accessing health, social service and related agencies and groups. Encourage community development by assisting individuals, groups and communities to articulate and advocate for health and related services.
- Act as a role model in self-care and self-awareness, and as an advocate for the clients with their consent, while respecting the client's rights to self determination.
- Support clients in navigating the health and social services systems, and provide peer support services reflective of the diverse needs of the individual.
- Support clients to address problems/issues and help them identify solutions based on their own defined goals/objectives.

- Advocates with, and for, individual's rights and wishes based on the principles of common human rights, anti-discrimination and harm reduction principles.
- Complete necessary administrative duties and required documentation pertaining to client care, ensuring accurate and timely documentation and collaborate on reports and presentations as required.
- Promote and facilitate education and awareness of peer support and person directed care.
- Act as part of an interdisciplinary team which assists with the development, analysis and implementation of policies and procedures to improve the delivery of primary health care services.
- Maintain contact with other social service agencies and health care providers involved with clients to provide information and obtain feedback on clients' overall progress. Attend advisory committee meetings and other community events.
- Provide input for development of strategic plans and attend and participate in staff meetings and special projects as assigned.
- Conduct presentations, facilitate workshops and group meetings, and participate in program planning and community initiatives.
- Participate in, and comply with, all health and safety processes and initiatives to ensure the organization remains a safe workplace.
- Promote the mission, vision, values and philosophy of care developed by Quest CHC.
- Work within the full scope of practice. Meet organizational quality and quantity of work standards. Comply with applicable medical directives, policies, regulations and legislation identifying any areas of non compliance.
- Maintain and develop professional competence through training or appropriate continuing education.
- Report to supervisor regularly and immediately with regards to urgent or potential risk issues.
- Attend and participate in meetings and/or other duties as assigned.

Qualifications:

Experience and Training

- Personal/lived experiences of homelessness and awareness of challenges and barriers experienced. Ability to work and interact in community based settings.
- Basic training in Peer Support (Ex. Online courses of the Academy of Peer Services (APS), Core Essentials OPDI, peer support trainings suggested by Centre for Excellence in Peer Support and/or Mental Health Commission of Canada) would be an asset.
- Direct experiential knowledge of community supports and services that would benefit individuals experiencing homelessness.

- Previous employment/volunteer experience as a peer support worker would be an asset.

Knowledge, Skills and Abilities

- Awareness of and sensitivity to the health issues of the community.
- Ability to function independently in potentially difficult situations and the ability to decide what presenting conditions are a priority.
- Ability to deal with disruptive behaviour and crisis management.
- Ability to plan and organize assigned duties.
- Ability to establish positive working relationships with multi-disciplinary team, clients and service providers.
- Knowledgeable with resources within the community and methods of access.
- Awareness of and sensitivity to the barriers and issues faced by those experiencing homelessness.
- Ability to provide compassionate, respectful, non-judgmental and culturally competent services.
- Awareness and sensitivity of personal boundaries for both one's self and others you interact with.
- Willingness to learn and provide trauma-informed care including the ability of being reflective of personal triggers and sensitivities.
- Ability to understand and connect with individuals, identifying their diverse needs and values.
- Comfort sharing your own experiences with others to inspire hope when appropriate.
- Ability to work effectively in a wide range of settings (ex. Interdisciplinary teams, outreach etc.).
- Ability to effectively negotiate and resolve issues, deal with disruptive behaviour and report incidents to supervisor as required.
- Comfort in working independently, or with minimal oversight.
- Able to work flexible working hours.
- Ability to effectively complete documentation as required.
- Proficiency in the use of computer software such as Microsoft Office and electronic medical records.

Conditions of Employment

- Valid Ontario Drivers' License, access to a reliable vehicle and a Police Reference Check are required.
- Maintain and develop professional competency through training or appropriate continuing education.
- Maintain confidentiality in compliance with the Personal Health Information Protection Act (PHIPA), Freedom of Information and Protection of Privacy Act (FIPPA) and Personal Information Protection and Electronics Document Act (PIPEDA).
- Current certification or willingness to become certified in Non Violent Crisis Intervention (NVCi).

Physical Demands

The position requires fine motor movements and gripping, handling and/or lifting 10-25 pounds. It also requires sufficient mobility to allow sitting, standing and twisting to reach patients and equipment. The position also requires far and near vision, depth, spatial and form perception, feeling, reading, writing.

Speech and listening are critical aspects of the role to effectively communicate with the clients and colleagues, to give and receive information and to establish general rapport to relieve anxiety.

Working Conditions

The duties of this position are performed both inside and outside the health care centre including satellite locations and points of service. Work settings include community locations such as hospitals, homes, shelters and drop in centres where the potential for dangerous situations to occur is higher than in an office setting.

The candidate must be able to work varying work schedules, including evenings, and in multiple work locations.

We are committed to workplace equity and diversity, and encourage submissions from equity-seeking groups who identify based on ability, cultural background, race, sexual orientation and/or gender.

Employee Signature: _____ **Date:** _____

Supervisor Signature: _____ **Date:** _____