

## **PEER SUPPORT NAVIGATOR- Niagara HELPS Program**

<b>Position Title:</b>	Peer Support Navigator
<b>Employer:</b>	Quest Community Health Centre
<b>Reports to:</b>	Program Manager
<b>Work Type :</b>	Part-time with various work sites
<b>Date:</b>	December 13, 2021

### **Job Description:**

The Peer Support Navigator (PSN) works in hospitals and community settings supporting people in the Niagara region who are experiencing homelessness. A Peer Support Navigator is a trained individual with expertise derived from their own lived experience of homelessness. 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.

### **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.
- 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.
- 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.
- Once enrolled, support the 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.

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- 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.
- Work collaboratively with team members, community partners and clients.
- Report to supervisor regularly and immediately with regards to urgent or potential risk issues.
- Meet organizational quality and quantity of work standards. Comply with applicable policies, regulations and legislation such as Ontario's Privacy Legislation.
- Attend and participate in meetings and/or other duties as assigned.
- Participate and comply with all health and safety processes and initiatives to ensure everyone's safety.

**Qualifications:**

Experience and Training

- Personal/lived experiences of homelessness and awareness of challenges and barriers experienced. Ability to work and interacting 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.

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## Knowledge, Skills and Abilities

- Excellent communication and listening skills.
- Openness and willingness to learn, accept and apply feedback.
- Awareness of and sensitivity to the barriers and issues faced by the people 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.
- Knowledge of resources within the community and methods of access that could be valuable to individuals experiencing homeless.
- Ability to understand and connect with individuals, identifying their diverse needs and values.
- Alignment with the Core Values of Peer Support and Quest Community Health Centre.
- Comfort sharing your own experiences with others to inspire hope when appropriate.
- Ability to function independently in potentially difficult situations and the ability to prioritize issues/tasks.
- 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.
- Ability to plan and organize assigned duties.
- Basic Computer proficiency.

## Conditions of Employment

- Valid Ontario Drivers' License, access to a reliable vehicle and cell phone are required.
- Commitment to availability during the allocated hours.

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- Current certification or willingness to become certified in Non-Violent Crisis Intervention (NVCI).
- Maintain competency through appropriate peer support training.
- 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).

Physical Demands

The position requires fine motor movements and gripping, handling and/or lifting 10-20 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.

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, thus we encourage submissions from equity seeking groups who identify based on ability, cultural background, race, sexual orientation, gender.

<b>Employee Signature:</b> _____	<b>Date:</b> _____
<b>Supervisor Signature:</b> _____	<b>Date:</b> _____