

Brentwood Recovery Home

JOB DESCRIPTION

JOB TITLE: Client Navigator

DATE PREPARED: March 25th, 2024

DEPARTMENT: Client Services

POSTING NUMBER: 03-2024

REPORTS TO: Program Manager

GENERAL SUMMARY

Under the direction of the Program Manager, The Navigator ensures that clients' concerns and issues related to social needs ext., (housing, identification, finance, education), are addressed.

ORGANIZATIONAL DUTIES AND RESPONSIBILITIES:

In addition to specific key job responsibilities identified in this position description, the incumbent is also responsible for contributing and supporting the overall culture and working environment of Brentwood by:

- Demonstration and exemplify Brentwood's mission and values in day-to-day work.
- Acting with the highest standard of professionalism with clients, family members, community partners, and colleagues.
- Working in a manner that preserves and respects the privacy and confidentiality of personal health information.
- Working in a manner that promotes and maintains the reputation of Brentwood and minimizes risk of harm and/or liability to the organization.
- Working in a manner that complies with Brentwood's policies and procedures.
- Working in a manner that meets all Health and Safety requirements to ensure a healthy and safe workplace.
- Acknowledging, respecting, and affirming the diverse needs of our community, clients, and Brentwood's employees with the goal of reducing disparities in health outcomes.
- Contributing to Brentwood's work by promoting awareness, participating in committees and agency events.

POSITION RESPONSIBILITIES AND DUTIES:

- Coordinate, create, initiate, and conduct assessments to help guide treatment planning as it relates to social determination of health.
- Demonstrates a high level of initiative, independent thinking, and judgement.
- High level of computer software knowledge
- Use a trauma informed care approach when assisting clients and staff.
- Active listening, motivational interviewing skills and engagement techniques required to help the clients meet their needs while facilitating task completion.

Brentwood Recovery Home is an equal opportunity employer and strives to establish and maintain an inclusive workplace and believes that the diversity of our workforce is an invaluable asset. We are committed to following recruitment and selection practices that ensure all candidates are given a fair opportunity for employment with Brentwood. We welcome and encourage applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

- Help clients address housing concerns, financial barriers, legal issues, and other social determinates of health that may impact their sobriety.
- Participate in creating evidence-based psychoeducational materials that enhance current programming.
- Work in close collaboration with the interdisciplinary treatment team to monitor the clients experience through ongoing meetings to review progress, create, and adjust treatment plans, and liaise with referral sources.
- Participate in the development and implementation of discharge planning and referral to appropriate community resources.
- Complete documentation and record-keeping as per Brentwood Recovery Home policy and governing College Standards
- Supervise or assist with supervision of students from various programs.
- Ensures all file management and reporting functions are maintained in a comprehensive and timely manner.
- Additional tasks and assignments as seen appropriate by the Program Manager.

QUALIFICATIONS

Education:

Requires knowledge and skills acquired through the completion of a university degree as deemed relevant by the employer) i.e. BSW, BScn.). Registered member in good standing of a professional college deemed relevant by the employer such as the College of Nurses (preferably with Canadian Certification in Psychiatric/Mental Health Nursing) or the College of Social Workers in good standing is required.

Experience:

Two (2) years recent and relevant supportive counselling experience, in the judgement of the employer.

Knowledge & Skills:

- Extensive knowledge of health and social community resources locally and ability to navigate clients from other regions.
- Ability to work collaboratively in an interdisciplinary team and people with lived experience team.
- Ability to navigate and de-escalate situations and offer crisis support using appropriate methods when needed, Experience with crisis intervention, trauma informed care, and de-escalation techniques.
- Comprehensive knowledge of mental illness and treatments. Up to date knowledge of relevant mental health policy and legislation including the Mental Health Act.
- Extensive knowledge of health and social community resources locally and ability to navigate clients from other regions.
- Effective oral and written communication skills
- Bilingualism would be an asset.

Interaction:

Able to work with other professionals to problem solve and achieve common goals in a predicative manner using a cooperative approach.

Decision making and problem solving:

Able to solve problems while exhibiting critical thinking skills and a realistic understanding of issues, utilize de-escalation techniques, and provide support to colleagues to navigate crisis.

Energizing:

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Able to create positive energy (motivation) in both individuals and groups.

Compensation and Schedule

Starting salary to be based upon the successful applicant's experience and qualifications.

Valid Police Clearance with Vulnerable Sector check will be required within the first 30 days of employment.

How to Apply

In compliance with Covid-19 related policies and restrictions, resume and cover letter may be submitted by email only to: jlavin@brentwoodrecovery.com on or before 3pm April 8th, 2024

Please mark in the subject line "Posting # 03-2024"

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