

Job Title: Health Navigator [Full Time]

Program: Settlement

Position Class: Scale 4

Reports to: Settlement & Case Management Team Lead

Hours: 37.5 hrs / week

Type: Regular, Full Time

Wage Rate: \$32.50-\$36.58/hr

About CVIMS:

Central Vancouver Island Multicultural Society (CVIMS) is a non-profit settlement organization located in Nanaimo, B.C., Canada. Established in 1979, CVIMS provides support to newcomers and refugees. Services include settlement, employment, family, language and community programs. We are client-driven and committed to being accessible and responsive to, as well as reflective of, our diverse community.

Job Summary:

The Health Navigator provides support and serves as a resource for case managed clients to understand and access healthcare services in Canada/BC. This role involves guiding case managed clients through their healthcare options, guide them through the process of obtaining health insurance, assist them with navigating complex medical systems. In addition, the Health Navigator offers indirect services such as advocacy on behalf of clients. This position is crucial in improving healthcare access, advocating for better healthcare policies, addressing health disparities, and ensuring that individuals receive the care they need. By providing these services, the Health Navigator plays a crucial role in improving healthcare access, supporting individuals through complex systems and bridging gaps in healthcare delivery.

Key Responsibilities:

- Develop a health care plan with clients, tailored to their individual needs, to ensure comprehensive access to necessary healthcare services.
- Assist case managed clients navigate the Interim Federal Health Program & BC Healthcare system, including coordinating care and referrals.
- Support clients with medical paperwork, applications for government assistance programs, IFHP, and financial support for ineligible health related costs.
- Identify and address barriers to accessing healthcare, such as transportation, financial constraints, or cultural challenges. Accompany clients to medical appointments.

- Provide guidance on how to access health services, including scheduling appointments and following up with healthcare providers. Assist individuals in understanding their healthcare options and insurance plans. Educate clients on preventive care, treatment options, and available community health resources.
- Assist individuals with enrolling in insurance programs (e.g., IFHP, MSP). Help clients understand their health insurance benefits, coverage options, and how to utilize them effectively.
- Act as a liaison between clients and healthcare providers to ensure communication and coordination of care. Work closely with physicians, nurses, and other healthcare professionals to help meet patient needs and advocate for the patient.
- Engage with community organizations to promote health navigation services and build partnerships that enhance healthcare access. Participate in community events or workshops to raise awareness of available healthcare services and resources.
- Coordinate the annual Newcomers Wellness Fair.
- Maintain accurate records of case managed clients' interactions and input data into the agency client management system and assist in tracking healthcare outcomes. Compile data and report on navigation activities, including the effectiveness of services and case managed clients' satisfaction.
- Participate in training opportunities to stay current on issues impacting CVIMS service delivery.
- Ensure strict adherence to confidentiality, code of ethics and all other professional codes of conduct
- Work collaboratively as part of the CVIMS team to ensure agency and client success
- Follow CVIMS protocols for reporting and communication
- Attend and actively participate in all staff meetings and group trainings
- And such further duties and responsibilities as may be communicated by CVIMS from time to time.

Required Education, Certifications, and Experience:

- Undergraduate degree in related discipline including Nursing, Healthcare Administration, Social Work, Public Health. A combination of education, training, and experience may be considered.
- Health related professional designation required.
- Three years' work experience within social services / healthcare sectors preferably working with refugees and newcomers. Experience in patient advocacy, care coordination, or health education.
- Excellent interpersonal skills, with the ability to build strong relationships with clients, staff, and external partners through verbal and written methods.

- Attention to detail, effective time management skills, and a passion for helping clients access the care they need and require.
- Ability to work independently and as part of a team, with a high degree of professionalism and integrity.
- Cultural competency and sensitivity to the unique needs of diverse populations.
- Training or demonstrated proficiency using client databases, Microsoft Office 365, Zoom, Teams, and other digital tools.
- Class 5 driver's license and own transportation required
- Vulnerable sector criminal record check on file with CVIMS required
- First Aid Level 1 required

Preferred Skills, Abilities, and Assets:

- Experience with health insurance systems and understanding of IFHP, MSP highly preferred.
- Additional qualifications and / or training in trauma-informed practice are considered an asset, including GPA+ certification.
- Proven ability to work effectively with diverse populations, including historically marginalized groups.
- Fluency in a second language would be an asset.
- Priority will be given to applicants who are eligible to work in Canada for minimum 3 years.
- Superior inter-personal and communication skills. Excellent spoken and written English required.
- Accountable individual who adheres to agency policies and procedures.
- Attitudes and values in keeping with the CVIMS vision and goals.

Additional Information:

- Travel within Nanaimo Regional District and surrounding region will be required. Occasional travel to locations in other parts of British Columbia and/or Canada for purposes like professional development, networking, program delivery or conferences may also be required
- Some work outside of regular office hours, including evenings and weekends, will be required. Flex time schedules will be made to accommodate non-regular work hours. All overtime must be approved in advance.
- Fully funded health/dental benefits and group RRSP available after 3-month probation.
- Wage scale \$32.50-\$36.58 / hr commensurate with education and experience.
- This is a full-time position for 37.5 hrs / week.